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September 27, 2005

Ms. Lynn Bajorek
Federal Representative
U.S. Department of Labor
Employment and Training Administration
Region 5-Chicago/Kansas City
230 South Dearborn Street, 6th Floor
Chicago, Illinois 60604

Dear Ms. Bajorek,

Enclosed is the final performance report for Michigan's Reemployment Services Initiative for Program Year 2004.

If you have any questions regarding Michigan's Reemployment Services Initiative Report, please contact Dell Alston, at (517) 241-4224, or e-mail her at: alstond@michigan.gov.

Sincerely,

Brenda C. Njiwaji, Director
Bureau of Workforce Programs

JH:DA:ep

Enclosures



Michigan Reemployment Services Initiative

PERFORMANCE REPORT

Program Year 2004

**Bureau of Workforce Programs
Michigan Department of Labor and Economic Growth**

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Reemployment Services Initiative Program Year 2004

Executive Summary

PURPOSE

The purpose of this report is three-fold: (1) to illustrate whether Michigan's twenty-two Michigan Works! Agencies met their Reemployment Services Initiatives (RSI) goals for Program Year (PY) 2004; (2) to report on the various procedures used by the twenty-two Michigan Works! Agencies to help UI claimants obtain jobs (3) to provide success stories that reflect how reemployment services improved the lives of former Unemployment Insurance (UI) claimants. The targeted population for the Reemployment Services Initiative (RSI) consists of UI claimants from declining industries as identified by the Office of Labor Market Information and claimants profiled by the Unemployment Insurance Agency as most likely to exhaust their Unemployment Insurance benefits before finding a job. The report that follows is designed to address the following major questions:

- Who did the RSI serve?
- How did the RSI grantees serve the program participants?
- What were the RSI goals?
- What were the outcomes?
- What were some of the success stories?

BACKGROUND

The Worker Profiling and Reemployment Services (WPRS) Policy Workgroup was established in January 1998 to examine the WPRS system and to provide recommendations to make the system more effective. This workgroup made seven recommendations in their final report concerning the future direction of the WPRS system. These recommendations were aimed at improving reemployment services to dislocated workers in order to allow them to find new jobs quickly at wages comparable to their prior wages. The recommendations touched upon such topics as profiling models, how to profile, who and when to refer to reemployment services, which services and how many services to provide, program linkages, and reporting.

The RSI grant from the United States Department of Labor-Employment and Training Administration (USDOL-ETA) is intended to supplement Wagner-Peyser Employment Service funding. RSI funds are provided by USDOL to facilitate significant increases in Job Search Activities, Entered Employment, and Retained Employment for UI claimants from targeted declining industries and occupations and for profiled UI claimants.

In partnership with the Unemployment Insurance Agency (UIA), the Michigan Bureau of Workforce Programs (BWP) has incorporated three of the WPRS Policy Workgroups' recommendations as requirements for RSI grant recipients. The three recommendations are as follows:

1. States should ensure that the Worker Profiling and Reemployment Services (WPRS) selection pool is limited to those claimants who are most likely to exhaust UI benefits and should accelerate their profiling and referral process to be certain that those individuals identified as likely to exhaust UI benefits and referred to reemployment services truly receive early intervention assistance.
2. States should continually evaluate the reemployment services provided to profiled and referred claimants and seek to improve those services by ensuring that these individuals are provided with an orientation and assessment and complete individual service plans to ensure that they receive services tailored to their individual needs.
3. For WPRS purposes and as part of the One-Stop initiative, operational linkages between Wagner-Peyser Act, WIA Title I, and UI programs should be further strengthened. The organizations responsible for operating these three programs should work closely together in the profiling and referral process, the provision of reemployment services, and the implementation of communications and feedback systems.

INTRODUCTION

The Michigan Department of Labor and Economic Growth-Bureau of Workforce Programs (DLEG-ESA) received a Wagner-Peyser Reemployment Services Grant from the United States Department of Labor-Employment and Training Administration (USDOL-ETA) to provide intensive reemployment services early in the Unemployment Insurance (UI) claimant's experience of unemployment. The Bureau of Workforce Programs (BWP) distributed \$1,266,000 dollars to twenty-two Workforce Development Boards, with the expectation that the Michigan Works! Agency service centers would continue to build upon the successes of the PY 2003 Reemployment Services Initiative. Michigan Works! Agencies were required to facilitate significant increases in Job Search Activities and assessment testing and to provide two examples of RSI success stories for PY 2004. The same twenty-two Michigan Works! Agencies (MWA) also participated in Reemployment Services Initiatives (RSI) during PY 2003.

The BWP released a policy issuance to the MWAs with instructions for implementing PY 2004 RSI programs and requested the submission of program plans. The BWP received RSI program plans from 22 of a possible 25 MWAs. After approving the RSI plans, the BWP issued reemployment services grants to the 22 participating MWAs. Each Michigan Works! Agency's plan identified its targeted UI claimant population and its program goals for core reemployment services.

TARGETED CLAIMANTS

MWAs were expected to provide timely reemployment services to individuals from two targeted UI claimants' groups:

- Claimants from targeted industries and occupations, i.e., industries and occupations identified by the state Office of Labor Market Information (LMI) as having extremely high job losses

- Claimants profiled by the Unemployment Agency as likely to exhaust their UI benefits before finding work.

PARTICIPATING MICHIGAN WORKS! AGENCIES

The following is a list of the MWAs that participated in the PY 2004 Reemployment Services Initiative:

- Berrien-Cass-Van Buren Michigan Works!
- Calhoun Intermediate School District
- Capital Area Michigan Works!
- Career Alliance, Inc.
- Central Area Michigan Works! Consortium
- City of Detroit Employment and Training Department
- Eastern Upper Peninsula Michigan Works!
- The Job Force Board/Six County Employment Alliance
- Livingston County Michigan Works!
- Macomb-St. Clair Workforce Development Board, Inc.
- Muskegon-Oceana Consortium
- Northeast Michigan Consortium
- Northwest Michigan Council of Governments
- Oakland County Michigan Works! Workforce Development Division
- Ottawa County Michigan Works! Community Action Agency
- Michigan Works! Region 7B Employment and Training Consortium
- Southeast Michigan Community Alliance (SEMCA) Michigan Works!
- South Central Michigan Works!
- Thumb Area Michigan Works! Employment Training Consortium
- Washtenaw County Workforce Development Board / Employment Training and Community Services Group
- Michigan Works! West Central
- Western Upper Peninsula Michigan Works!

REEMPLOYMENT SERVICES

There are six services that make up the core set of mandatory reemployment services:

- Job Search Planning
- Job Search Workshop
- Employment Testing
- Job Development
- Career Guidance
- Resume Writing Assistance

PROGRAM GOALS

DLEG-BWP established the following goals for PY 2004:

- A three percent (3%) increase in Job Search Activities over the Michigan Works! Agency's PY 2003 total
- An increase of three percent (3%) in the use of employment tests for eligible claimants over the PY 2003 performance outcomes.
- An overall increase in the delivery of reemployment services to targeted UI claimants
- The submission of RSI success stories which included the following information:
 - Job title before receiving UI benefits
 - Hourly wage/salary before receiving UI benefits
 - Job title after receiving reemployment services
 - Hourly wage/salary pay after receiving reemployment services
 - Identification of the reemployment services that helped the claimant find a job
 - The claimant's layoff or separation date and the return to work date with the new employer (optional).

REEMPLOYMENT SERVICES PROCEDURES

The Michigan Works! Agencies identified a target population of UI claimants and generally followed the following steps:

1. The UI claimant entered his or her resume into the Michigan Talent Bank (MTB). Entering a resume into the MTB signifies that the claimant is seeking employment and is registered for work.
2. MWA staff identified profiled claimants and entered a code in the One-Stop Management Information System.
3. Claimants were scheduled for a required information meeting covering the various reemployment services and training programs provided by the service center.
4. Claimants were scheduled to meet with a staff person to develop an Individual Service Strategy (ISS). The ISS is a customized career strategy designed to identify which reemployment and other services will most benefit the individual claimant.

OUTCOMES

From the data collected, the outcomes for the PY 2004 RSI were as follows:

- Nineteen of the 22 participating MWAs exceeded their job search assistance goals.
- Thirteen MWAs met or exceeded their established goals for Employment Testing.
- Twenty-one of the 22 participating MWAs submitted RSI success stories.
- Eleven of the twenty-two participating MWAs integrated the RSI program with One-Stop Services Center partners to provide to seamless service to job seekers.

PY 2004
REEMPLOYMENT SERVICES
PERFORMANCE REPORT

REEMPLOYMENT SERVICES PERFORMANCE REPORT FOR PY 2004

I. PURPOSE

The purpose of this report is three-fold: (1) to illustrate whether Michigan's twenty-two Michigan Works! Agencies met their Reemployment Services Initiatives (RSI) goals for Program Year (PY) 2004; (2) to report on the various procedures used by the twenty-two Michigan Works! Agencies to help UI claimants obtain jobs (3) to provide success stories that reflect how reemployment services improved the lives of former Unemployment Insurance (UI) claimants. The targeted population for the Reemployment Services Initiative (RSI) consists of UI claimants from declining industries as identified by the Office of Labor Market Information and claimants profiled by the Unemployment Insurance Agency as most likely to exhaust their Unemployment Insurance benefits before finding a job.

II. BACKGROUND

The Worker Profiling and Reemployment Services (WPRS) Policy Workgroup was established in January 1998 to examine the WPRS system and to provide recommendations to make the system more effective. This workgroup made seven recommendations in their final report concerning the future direction of the WPRS system. These recommendations were aimed at improving reemployment services to dislocated workers in order to allow them to find new jobs quickly at wages comparable to their prior wages. The recommendations touched upon such topics as profiling models, how to profile, who and when to refer to reemployment services, which services and how many services to provide, program linkages, and reporting.

The RSI grant from the United States Department of Labor-Employment and Training Administration (USDOL-ETA) is intended to supplement Wagner-Peyser Employment Service funding. RSI funds are provided by USDOL to facilitate significant increases in Job Search Activities, Entered Employment, and Retained Employment for UI claimants from targeted declining industries and occupations and for profiled UI claimants.

In partnership with the Unemployment Insurance Agency (UIA), the Michigan Bureau of Workforce Programs (BWP) has incorporated three of the WPRS Policy Workgroups' recommendations as requirements for RSI grant recipients. The three recommendations are as follows:

1. States should ensure that the Worker Profiling and Reemployment Services (WPRS) selection pool is limited to those claimants who are most likely to exhaust UI benefits and should accelerate their profiling and referral process to be certain that those individuals identified as likely to exhaust UI benefits and referred to reemployment services truly receive early intervention assistance.
2. States should continually evaluate the reemployment services provided to profiled and referred claimants and seek to improve those services by ensuring that these individuals are provided with an orientation and assessment and complete individual service plans to ensure that they receive services tailored to their individual needs.

3. For WPRS purposes and as part of the One-Stop initiative, operational linkages between Wagner-Peyser Act, WIA Title I, and UI programs should be further strengthened. The organizations responsible for operating these three programs should work closely together in the profiling and referral process, the provision of reemployment services, and the implementation of communications and feedback systems.

III. INTRODUCTION

The Michigan Department of Labor and Economic Growth-Bureau of Workforce Programs (DLEG-BWP) received a Wagner-Peyser Reemployment Services Grant from the United States Department of Labor-Employment and Training Administration (USDOL-ETA) to provide intensive reemployment services early in the Unemployment Insurance (UI) claimant's experience of unemployment. The Bureau of Workforce Programs (BWP) distributed \$1,266,000 dollars to twenty-two Workforce Development Boards, with the expectation that the Michigan Works! Agency service centers would continue to build upon the successes of the PY 2003 Reemployment Services Initiative. Michigan Works! Agencies were required to facilitate significant increases in Job Search Activities and assessment testing and to provide examples of RSI success stories for PY 2004. The same twenty-two Michigan Works! Agencies (MWA) also participated in Reemployment Services Initiatives (RSI) during PY 2003.

The BWP released a policy issuance to the MWAs with instructions for implementing PY 2004 RSI programs and requested the submission of program plans. The BWP received RSI program plans from 22 of a possible 25 MWAs. After approving the RSI plans, the BWP issued reemployment services grants to the 22 participating MWAs. Each Michigan Works! Agency's plan identified its targeted UI claimant population and its program goals for core reemployment services.

IV. WHO DID THE RSI SERVE?

MWAs were expected to provide timely reemployment services to individuals from two targeted UI claimants' groups:

- Claimants from targeted industries and occupations, i.e., industries and occupations that have been identified by the State Bureau of Labor Market and Strategic Planning Initiatives as having extremely high job losses.
- Claimants profiled by the Unemployment Insurance Agency as likely to exhaust their UI benefits before finding a job.

Table 1 shows the target populations selected and the number of claimants estimated to receive services as submitted in the Michigan Works! Agencies' Reemployment Services Initiative plans.

Table 1
MWA Target Population Selection and
Estimates For The Number Of Claimants To Receive Services
PY 2004

Targeted Population	Number MWAs Selecting This Option	Estimated Number of UI Claimant to be Served
Targeted Industries/ Occupations	10	10,218
UI Profiled Claimants	7	6,360
Both	5	2,362
Total	22	18,940

MWAs used labor market information (LMI) to identify industries in decline, as well as LMI annual planning reports, strategic plans, and plant closing information for their local areas in order to develop their estimates for the number of claimants they anticipated serving.

Ten Michigan Works! Agencies elected to concentrate on UI claimants from targeted industries and occupations and estimated that they would provide services to 10,218 UI claimants. Seven MWAs selected UI profiled claimants as their target population and estimated that they would provide services to 6,360 UI claimants. Five MWAs elected to provide services to both UI claimants from targeted industries and occupations and to UI profiled claimants and estimated that they would provide services to a combined 2,362 UI claimants.

V. HOW DID THE RSI GRANTEES SERVE THE PROGRAM PARTICIPANTS?

INCREASED CAPACITY

To achieve their RSI goals, most MWAs increased their capacity to serve UI claimants from the targeted populations. Based on an analysis of the MWAs' RSI plans, the BWP determined that the MWAs took the following steps to increase their service capacity:

- Facilitated group workshops that included resume development information
- Worked closely with State Rapid Response teams to quickly steer large groups of workers displaced by mass lay-offs into reemployment services programs
- Improved their infrastructure through the construction of Wide Area Networks to facilitate access to online resources and integration of services
- Made a greater variety of reemployment services available to claimants

IDENTIFICATION AND ORIENTATION PROCEDURES

UI claimants were required to register for work by entering a resume in the Michigan Talent Bank (MTB). The MTB is an electronic, self-service labor exchange system that contains job seekers' resumes and employers' job openings. Job seekers search the MTB for jobs, and employers search the MTB for qualified employees. UI claimants from targeted industries and occupations were identified during the Talent Bank registration process and informed of their eligibility for reemployment services. Profiled UI claimants were selected from the profiling lists sent to each Michigan Works! Agency on a weekly basis by the Unemployment Insurance

Agency. Due to new procedures implemented during PY 2004, UI claimants typically self-registered for mediated services at the same time that they posted their resume on the MTB.

Selected claimants were required to participate in a group or individual orientation session aimed at introducing them to the available reemployment services. At the orientation system, claimants were able to select the services that would be most beneficial to them in their job search. After the orientation, an MWA service provider met with the claimants to develop an individual Service Strategy (ISS). The ISS is a customized service strategy designed to fit each UI claimant's need for intensive reemployment services.

SERVICES PROVIDED

Based on the Individual Service Strategies that were developed, some or all of the six core reemployment services were provided to the targeted UI claimants. The core reemployment services that are offered by the Michigan Works! Agencies are:

Job Search Planning: A job search plan outlines a series of actions designed to lead to employment. Job Search Plans include the steps necessary and the timetables required to obtain employment in a specific occupation, industry, or geographic area. Job Search Plans also specify the employment and training services that the job seeker needs in order to obtain a job.

Job Search Workshop: A Job Search Workshop is a short, 1–3 day seminar designed to provide participants with knowledge that will enable them to find jobs. Subjects covered include labor market information, application completion, resume writing, interviewing techniques, job lead identification, and other topics, as appropriate.

Employment Testing: Only BWP endorsed tests are used for assessment testing. The endorsed instruments are the O*NET assessments, Work Keys, and the Test of Adult Basic Education (TABE).

Job Development: Job development contacts are made by telephone or in person with a specific public or private employer. Job development is an attempt to solicit a job interview for a specific job for a specific applicant for whom there is no suitable job listing in The Michigan Talent Bank.

Career Guidance: Career guidance is the provision of information, materials, suggestions, or services that are intended to assist the claimant in making occupation or career decisions.

Resume Writing Assistance: Resume writing assistance consists of providing instructions to job seekers on the content and format of resumes and cover letters and assisting job seekers to develop resumes and cover letters.

Table 2 ranks the six job search activities provided by the participating MWAs to help targeted UI claimants find employment. Services are ranked from most frequently offered to least frequently offered. Ten MWAs elected to provide all six services. Other MWAs provided two or more or the six services.

Table 2
Percentages of MWAs Providing Core Reemployment Services

Reemployment Services	Number of MWAs Providing Reemployment Service	Percentage (%) MWAs Providing Services
Testing Services	22	100%
Resume Writing Assistance	22	100%
Job Search Workshop	19	86%
Career Guidance	18	82%
Job Search Planning	17	77%
Job Development	16	72%
All Services	10	45%

Testing services were mandated by the Bureau of Workforce Programs as a requirement for the PY 2004 RSI program. Resume Writing Assistance and Job Search Workshops, which usually included an overview of the other services available, were the other most frequently offered services. Resume writing assistance is popular because it allows claimants who are unfamiliar with or inexperienced in writing resumes to receive staff assistance. Moreover, entering a resume into the Michigan Talent Bank is required for UI claimants. Career Guidance, Job Search Planning, and Job Development were the next highest-ranking services.

The following narratives describe the core services provided by each of the participating Michigan Works! Agencies.

Reemployment Services Initiative

Plan Narratives

Name of Agency:

Berrien-Cass-Van Buren Michigan Works! Agency

Reemployment Services Provided:

- Talent Bank resume assistance
- Talent Bank job search assistance
- Referral to Work First Job Club
- Reference checks
- Career Interest Inventories (CEI, SDS, MOIS)
- Grievance procedures
- Bonding assistance
- Referral to partner agencies
- Referral community services
- Fax machine
- Copy machine
- Resume paper
- Mailing service
- Phone access
- Civil Service applications and registrations
- Resource room access (word processing programs, Open Options, MOIS, Typing programs, and Instructional manuals)
- Individual Employment Plan

The following mediated Reemployment Services will be provided;

- Referral to Supportive Services
- Resume Assistance (wording and formatting)
- Job developing
- Employment Guidance
- Proficiency testing
- Other testing as determine

The services will be delivered through the MW Employment & Resource Centers (One-Stop Centers). The services provided will vary based on the need of the customer.

Funds allocated to the Workforce Development Board:

\$35,092.00

Name of Agency:

Calhoun Intermediate School District

Reemployment Services Provided:

- **Job Development:** The Michigan Works! ES staff will conduct some job development activities for specific customers for whom there is no suitable job listing in the Michigan Talent Bank. This may include using other websites, the local classified advertising and phone or in-person contacts with specific public or private sector employers.
- **Job Search Planning:** The Individual Service Strategy (ISS) will include the necessary steps and timetable for the customer to obtain employment. Michigan Works! ES staff will use the ISS format in the One-Stop MIS to document the reemployment plan developed for the customer.
- **Job Search Workshop:** Topics include, but are not limited to: developing job leads, local labor market information, application completion, resume writing and development, interviewing skills, follow-up techniques, etc.
- **Resume Writing Assistance:** The Michigan Works! ES staff will provide resume writing assistance to the Targeted Industries customers. The customers will receive instruction relating to the content and format of professional resumes and cover letters.
- **Employment Testing:** The Michigan Works! ES staff will use O*NET tests (O*NET Ability Profiler, O*NET Interest Profiler, O*NET Work Importance Locator and O*NET Work Importance Profiler) for Profiled customers who require additional assistance in determining a new career direction.

These Reemployment Services will be delivered by staff hired by the Employment Service provider under this grant. The Reemployment Service staff will provide the Profiling Orientations and work with designated claimants involved in program activities. It is anticipated that the reemployment services will be delivered on an individual basis, similar to the delivery of mediated services. Some of the services, such as the job search workshops or resume writing instruction, may be conducted in small groups.

Funds allocated to the Workforce Development Board:
\$34,934.00

Name of Agency:

Capital Area Michigan Works!

Reemployment Services Provided:

- Job Club: Structured setting at a Service Center. One-on-one and/or group sessions
- Job Development: Telephone and person-to-person employer contact. One-on-one
- Assessment/Testing: Using MDLEG-approved tests. One-on-one and/or group sessions
- Career Guidance: Researching careers, providing information and materials to claimants. One-on-one and/or group sessions
- Job Search Planning: Individualized plan with timelines for achieving employment. One-on-one
- Job Search Workshops: Providing labor market information, instructions on completing applications, and learning interviewing techniques. One-on-one and/or group sessions
- Resume Writing: Helping claimants develop professional resumes and cover letters, either on a one-on-one basis or in group sessions
- Employment Testing: Contractors will only use endorsed tests when testing program participants. Tests to be used include:
 - Work Keys
 - Tests of Adult Basic Education (TABE)
 - Wonderlic Personnel Test
 - Employee Reliability Inventory
 - O*NET Ability Profiler, Interest Profiler, Work Importance Profiler, and Work Importance Locator

Funds allocated to the Workforce Development Board:

\$47,971.00

Name of Agency:
Career Alliance Inc.

Reemployment Services Provided:

- **Job Development:** Job development contacts are made by telephone or in person with a specific public or private employer. These are attempts to solicit a job interview for a specific job for a specific applicant for whom there is no suitable job listing in Michigan Talent Bank.
- **Job Search Planning:** Job search plans are developed to assist UI claimants to achieve employment. A job search plan includes the specific steps that must be taken and the timetables that should be followed to reach employment goals. The Individual Service Strategy (ISS) in the One-Stop Management Information system (OSMIS) will be used to document the reemployment plan developed for the UI claimant.
- **Job Search Workshop:** The workshop topics typically include: Resume Writing, Labor market information, Application completion, Interviewing techniques, Job lead identification
- **Assessment and Testing Services:** MWA will use ESA endorsed tests for the purpose of assessing claimants' work-related skills. The endorsed tests used will be Work Keys, Tests of Adult Basic Education (TABE), Wonderlic Personnel Test (WPT) and The Employee Reliability Inventory (ERI).
- **Career Guidance:** involves assisting job seekers to gain a better understanding of themselves in relation to the world of work. Appropriate employment counseling enables job seekers to make better, more realistic decisions about choosing or changing occupations.
- **Resume Writing Assistance:** Resume writing assistance will provide instructions to job seekers on the content and format of resumes and cover letters. Assistance in preparing these documents will also be provided as needed.

Funds allocated to the Workforce Development Board:
\$84,310.00

Name of Agency:

Central Area Michigan Works! Consortium

Reemployment Services Provided:

- **Job Development:** Contacts made by phone or in person with a specific public or private employer. An attempt to solicit a job interview for a specific job for a specific applicant for whom there is no suitable job listing in Michigan's Talent Bank. Direct contact with employees is facilitated on behalf of the client by merit staff.
- **Job Search Planning:** A plan developed for an applicant that includes the necessary steps and timetables to achieve employment, completed by the participant and the case manager during the individual assessment process and updated as needed.
- **Job Search Workshop:** One-three day seminar designed to provide participants with knowledge that will enable them to find jobs. Subjects are not limited to, but should include labor market information, application completion, resume writing, interviewing techniques, and job lead identification. Group sessions are scheduled each month. Individual service is also available to meet specific immediate needs of the claimant.
- **Employment Testing:** The Michigan Works! contractor will use ESA endorsed tests to assess reemployment services participants. The endorsed instruments are Work Keys, Tests of Adult Basic Education (TABE), Wonderlic Personnel test (WPT), the Employee Reliability Inventory (ERI), O*NET Ability Profiler, O*NET Interest Profiler, the O*NET Work Importance Locator, and the O*NET Work Importance Profiler.
- **Résumé Writing:** Provide instructions to job seekers on the content and format of résumés and cover letters. Assist job seekers to develop résumés and cover letters. Group workshops include résumé development information. Merit staff also provides individual service, including résumé updates.

Funds allocated to the Workforce Development Board:

\$27,207.00

Name of Agency:

City of Detroit Employment and Training Department

Reemployment Services Provided:

The types of reemployment services to be provided include job development, job search planning, job search workshops, and job finding clubs.

- **Job Development:** An employment service interviewer will act as a job developer contacting specific public and private employers to support placement of persons in the targeted industry group. Job interviews will be arranged, by telephone or in person, for a specific job for a specific applicant for whom there is no specific job listing in the Michigan Talent Bank. Interviews will be arranged for jobs that fit targeted applicants' skills and experience. A supportive service, community voice mail will be provided to ensure adequate contact between employer and participant.
- **Job Search Planning:** An Individual Service Strategy (ISS) plan will be developed for each participant that will include the necessary steps and timetables to achieve employment. The ISS within the Management Information System will document progress towards achieving employment and/or referrals to (1) assessment and testing services and (2) employment counseling and training.
- **Job Search Workshops:** Job Search Workshops will be conducted one day a week for approximately six hours with components on Labor Market Information (LMI), application completion, resume writing assistance, career exploration, how to dress for success, interviewing techniques, and job lead identification.
- **Job Finding Club:** One to three day seminars will be established for participants to (a) contact community voicemail, (b) contact employers to arrange interviews, (c) conduct mock interviews to practice interviewing techniques, (d) share job leads, (e) explore career development (resume writing assistance) and labor market information, and (f) enhance customer service skills and communication.

Funds allocated to the Workforce Development Board:

\$244,430.00

Name of Agency:

Eastern Upper Peninsula Michigan Works!

Reemployment Services provided:

- **Job Development:** Making an employer contact by phone or in person to solicit a job interview for a specific job seeker.
- **Job Search Planning:** Development of a plan of action for a job seeker to seek employment, including the necessary steps to take and a suggested time frame. Activities may include revision of resumes and cover letters, responding to advertisements, employer contacts, interviewing, and appropriate follow-up.
- **Career Guidance:** Includes the provision of information, materials, data and suggestions that are intended to assist the customer in making occupational or career decisions.
- **Resume Writing Assistance:** Provide examples of cover letters and resumes and assist job seekers in producing same, with high quality content and appeal.
- **Assessment Testing:** At this point, the TABE (for reading comprehension and math) has been selected for use as an assessment tool.

Funds allocated to the Workforce Development Board:

\$11,480.00

Name of Agency:

Livingston County Michigan Works!

Reemployment Services Provided:

- Job search workshops: The workshops will be a short seminar designed to provide participants with knowledge that will enable them to find jobs. Subjects are not limited to, but will include:
 - labor market information
 - application completion
 - resume writing
 - interviewing techniques
 - job lead identification
- Employment tests to be used: The Livingston Service Center has a variety of assessment instruments available for participants of the reemployment initiative. The assessment tests include Work Keys Assessments, O*NET, CASAS, WRAT, and REVRAC.

Funds allocated to the Workforce Development Board:

\$14,469.00

Name of Agency:

Macomb - St. Clair Workforce Development Board, Inc.

Reemployment Services provided:

UIA profiled claimants mandated to take part in the Reemployment Services Initiative will receive a minimum of 8 hours of reemployment services. The first two hours of service will be devoted to an orientation session. During this session, the claimant's rights and responsibilities will be explained and he/she will be provided with a detailed description of the services that are available and meet the requirements of the reemployment program. The remaining six hours will be directed to services under the categories of:

- Job Development, Job Search Planning, Job Search Workshop, Employment Testing (The Test of Adult Basic Skills), Career Guidance, and Resume Writing Assistance according to the individual needs of each claimant. A minimum of eight hours of reemployment services will be mandatory for all RSI participants who are required to participate by the UIA. However, there is no maximum number of hours or services placed on these participants. Claimants will participate in reemployment either in workshops or through one-on-one interaction with mediated services staff and/or case managers. Among the workshop titles are the following:
 - Cover letters
 - Job Search
 - Resume Foundations
 - Surviving Unemployment
 - Creating Your Career Portfolio
 - Building a Professional Image
 - Developing Effective Communication Skills
 - Interviewing Skills
 - Training Opportunities through Michigan Works
 - Employment Applications
 - Is It Really My Age?
 - Effective Networking
 - Telephone Courtesy and Customer Service
 - Stress Management

Staff members will familiarize claimants with the multitude of services that are available to them through Michigan Works to assist them with their job search. A special emphasis will be placed on vocational training services for profiled claimants who have been laid off from targeted industries and occupations. Those claimants will be encouraged to participate in the MWA's "Training Options" workshop which explains the various training opportunities available through Michigan Works!, the benefits of enrolling in such training, and what steps the claimant has to take to begin the process. The claimant will then be encouraged to make an appointment with a case manager to obtain one-on-one career guidance and counseling

Funds allocated to the Workforce Development Board:

\$143,854.00

Name of Agency:

Muskegon/Oceana Michigan Works!

Reemployment Services provided:

- **Job Development.** The MWA's Marketing Representatives will make job development contacts of approximately 30 minutes per employer, either by phone or in person. These contacts will be conducted with specific public or private employers, in order to ascertain a job interview for a specific job, for a specific applicant for whom there is no appropriate job listing in Michigan Talent Bank.
- **Job Search Planning.** An individual services strategy (ISS) will be developed for each client. The ISS will include the necessary steps and timeframes to achieve employment. The ISS will be stored in the OSMIS. Job Search Planning is planned at approximately 2 hours per client.
- **Job Search Workshop.** The job search workshop will consist of a 1-3 day seminar designed to provide participants with knowledge that will enable them to find jobs. The topics will include labor market information, application completion, resume writing, interviewing techniques, and job lead identification. The workshops will have a minimum of 6 hours total of active classroom time.
- **Employment Testing.** Only ESA endorsed tests will be used for employment testing. These include Work Keys, Tests of Adult Basic Education (TABE), Wonderlic Personnel Test (WPT), the Employee Reliability Inventory (ERI), Work Keys Assessments, O*NET Ability Profiler, O*NET Interest Profiler, the O*NET Work Importance Locator, and/or the O*NET Work Importance Profiler. Client testing is planned at approximately 3 hours per client.
- **Career Guidance.** Qualified employment counselors will assist job seekers in gaining a better understanding of themselves in regards to the world of work. Job seekers will be provided information, materials, suggestions or services that will assist the claimants in choosing or changing occupations rationally and in making appropriate career decisions. Career guidance sessions are approximately 2 hours in duration per client; however, as with all reemployment services, time frames are determined by individual client needs.
- **Resume Writing Assistance.** Instructions will be provided to the job seekers on the content and format of resumes and cover letters. They will also be provided assistance in developing resumes and cover letters. Resume Writing Assistance is generally 2 hours in duration per client.

Name of Agency:

Northeast Michigan Consortium

Reemployment Services provided:

A six-hour job search workshop for UI claimants will be the primary service provided. At a minimum, the workshop will be available in Alpena County Michigan Works! Service center once per month. Based on customer needs and funding, the availability of the workshop may be expanded to other Michigan Works! Service Center locations. The workshop will include, but will not be limited to the following components:

General

Attendance sheet sign-in
Introduction
How/why you were chosen to participate
Our connection/responsibility to UA
Schedule for the day
Housekeeping (bathrooms, phones, etc.)

Employability Skills Training

Application
Completion of communication activity
Application tips
Discussion/videotapes of poor examples of resumes, interviewing, etc.

Skills

Personality traits activity
Transferable skills activity

Objectives

Resume vs. letter
Motivational factors

Resume

Contents/set-up
Accomplishments
References checklist
Automated job search on the Talent Bank
Resume worksheet

Cover Letter

Format
Content
Power words

In addition to the Job Search Workshop, the following job search assistance activities will be provided, based on the customer's individual needs:

- **Job Development:** The Michigan Works! ES staff will conduct some job development activities for specific customers for whom there is no suitable job listing in the Michigan Talent Bank. This may include using other websites, the local classified advertising and other contacts with public or private sector employers.
- **Job Search Planning:** Upon referral to ES Reemployment Services, the customer will meet with Michigan Works! ES staff to develop the Individual Service Strategy (ISS). The ISS will include the necessary steps and timetable for the customer to obtain employment. Michigan Works! ES staff will utilize the ISS format in the One Stop MIS to document the reemployment plan developed for the customer.
- **Employment Testing:** The Michigan Works! ES staff will use O*NET tests (O*NET Ability Profiler, O*NET Interest Profiler, O*NET Work Importance Locator and O*NET Work Importance Profiler) for customers who require additional assistance in determining a new career direction.
- **Resume Writing Assistance:** The Michigan Works! ES staff will provide resume writing assistance to the Reemployment Program customers. The customers will receive instruction relating to the content and format of professional resumes and cover letters. Reemployment Program customers will have access to the computers, software and printers available in Resource Rooms in the Service Centers.

Funds allocated to the Workforce Development Board:

\$29,652.00.00

Name of Agency:

Northwest Michigan Council of Governments

Reemployment Services provided:

It is anticipated that the claimants will participate in a minimum of 8-hours of group and individual reemployment activities. Participants will be enrolled in Mediated Services in the 1Stop MIS, and activities reported.

- **Job Search Planning:** Individual appointments will be made with a Northwest Michigan Works! Career Advisor to conduct an initial assessment of the claimant's employment goals, interests, employment history, educational background, job related skills, and barriers to employment. An Individual Service Strategy (ISS) will be developed jointly by the claimant and Career Advisor and will outline the reemployment activities recommended to facilitate a speedy return to work. For each step, the ISS will show a targeted time frame, where the service can be obtained the date of the referral made for that service, and the expected outcome or objective to be achieved. The ISS is designed to be an on-going and evolutionary document.
- **Career Guidance:** As stated previously, Career Advisors will provide individualized career guidance to participants that may include: employment counseling, assistance with career research, assistance in pursuing financial aid and training options or accessing community resources and supportive services.
- **Employment Testing:** MWA Career Advisors will promote testing to participants as an adjunct to career guidance services. ESA endorsed instruments will be utilized and required testing procedures will be adhered to.
- **Job Search Workshops:** Reemployment services will include group activities, such as job search workshops, covering such topics as labor market characteristics, job targeting, transferable skills, networking, resume development, employer expectations, telephone techniques, application preparation, interviewing skills, etc. In conjunction with the workshops, weekly network groups will be held to provide job seekers with the opportunity to interact with other participants to discuss common problems and issues related to employment. The groups are effective in reducing the isolation that unemployed individuals often feel, and provide a vehicle for improving self-esteem, creating motivation, and fostering group networking, support and feedback on the job search effort.
- **Resume Writing Assistance:** Group resume labs are offered for in-depth assistance in preparing resume or cover letters. The labs will be offered once a week for one or two hours. One-on-one assistance is also available when needed.

Funds allocated to the Workforce Development Board:

\$45,205.00

Name of Agency:

Oakland County Michigan Works!

Reemployment Services Provided:

- Job Development – The MWA Service Centers may contact employers in person, by telephone, or by mail to solicit a job interview for a specific job for a qualified job seeker.
- Job Search Workshops – Job Search Workshops will provide instruction on resume writing, preparation of job applications, interviewing skills, and/or development of job leads as an organized group activity.
- Job Search Planning – The MWA Service Centers will develop, with and for job seekers, a plan that outlines a series of actions designed to lead to employment. Job Search Plans include the steps necessary and the timetables required to obtain employment in a specific occupation, industry, or geographic area. Job Search Plans also specify the employment and training services that the job seeker needs to obtain a job. Job Search Plans are not necessarily written documents.
- Job Finding Clubs – Although they are similar to Job Search Workshops, Job Finding Clubs also include a structured, supervised application component that typically lasts from one to two weeks. During this time, job seekers apply what they learned in the workshop and attempt to attain jobs.
- Assessment and Testing Services – As appropriate, the MWA Service Centers will administer eligible UI claimants one or more of the following ESA endorsed tests: Work Keys, Tests of Adult Basic Education (TABE), Wonderlic Personnel Test (WPT), Employee Reliability Inventory (ERI), O*NET Ability Profiler, O*NET Interest Profiler, O*NET Work Importance Locator, and O*NET Work Importance Profiler.
- Career Guidance – Trained merit staff members from the MWA Service Centers will give information, answer questions or find information about vocational topics, career websites, and other self-service job search tools.
- Specific Labor Market Information – The MWA Service Centers will provide information to job seekers concerning occupational staffing patterns, hiring patterns, working conditions, and the rates of pay for specific employers or industries.
- Resume Writing Assistance – As appropriate, the MWA Service Centers will a.) provide profiled UI claimants instructions on the content and format of resumes and cover letters and b.) help claimants develop resumes and cover letters.

Funds allocated to the Workforce Development Board:

\$144,752.00

Name of Agency:

Ottawa County Michigan Works!

Reemployment Services provided:

- Orientation to services and programs at the Michigan Works! Service Centers;
- Resume review/refresh on Michigan Talent Bank;
- Job Search techniques, including using MTB;
- Application writing techniques;
- Interviewing skills;
- Succeeding On The Job;
- Developing an Individual Service Strategy for reemployment to determine individual need for services/referral to other agencies;
- Open Options/MOIS/workshops and/or other workshops such as “Computer Comfort” and “Internet Job Searching”;
- WorkKeys™ assessments, other approved assessments, and/or remediation options;
- Services will be delivered in workshops at a minimum of once weekly at the Holland Service Center and twice monthly at the Grand Haven Service Center; and
- Attendees will have a follow-up session with the career assessment specialist for a total of three hours of participation.

Funds allocated to the Workforce Development Board:

\$30,632.00

Name of Agency:

Michigan Works! Region 7B Employment and Training Consortium

Reemployment Services provided:

- Orientation sessions will be conducted every other week by the MWA's Wagner-Peyser and Workforce Investment Act (WIA) Dislocated Worker Program contractors. Participants will receive information regarding the program, UI eligibility and other services that are available such as WIA, Veteran and Rehabilitation programs. The orientation will be approximately one hour.
- Upon completion of orientation, participants will be referred to the assessment phase for preparation of a customized Individual Service Strategy (ISS), which will outline the services to be delivered. The assessment will be conducted by ESA.
- The services will be customized to meet the individual needs of participants. It is expected that the majority of participants will attend the Job Search Workshops. This activity will cover resume/cover letter writing, interviewing skills, budgeting, completion of employment applications and job search techniques. The orientations and workshops will be delivered every other week and last an average of six hours.
- Five individuals will be tested utilizing a MDCD-ESA endorsed test. The endorsed tests are Work Keys assessments, the Wonderlic Personnel Test, the Employee Reliability Inventory and the Test of Adult Basic Education, O*Net Ability Profiler, O*Net Interest Profiler, O*Net Work Importance Locator and O*Net Work Importance Profiler.

Funds allocated to the Workforce Development Board:

\$23,259.00

Name of Agency:

Southeast Michigan Community Alliance

Reemployment Services provided:

- **Job Development:** Telephone or in-person contact with a specific employer to set job interviews for a specific applicant who has not been able to find a suitable position through the Michigan Talent Bank.
- **Job Search Planning:** SEMCA will utilize the ISS in OSMIS to develop a plan for profiled customers in order to assist them in setting steps to employment including timetables for activities.
- **Job Search Workshops:** SEMCA will utilize job search workshops with a duration of 1-3 days to provide participants with the knowledge that will help them find jobs. Subjects will include: labor market information, application completion, resume writing, interviewing techniques, job lead identification and others as needed by the customer.
- **Job Finding Clubs:** If a customer needs a more intensive look at the labor market and structured activities they will be enrolled into job finding clubs for a 1-2 week period. Staff will be available to assist the customer in performing a targeted job search.
- **Employment Testing Services:** If a customer is in need of assessment testing the ESA endorsed tests will be used. They are limited to: Tests of Adult Basic Education (TABE), Work Keys, Wonderlic Personnel Test (WRT) and the Employee Reliability Inventory (ERI).
- **Career Guidance:** SEMCA will provide information, materials, suggestions and/or services that will assist the claimant in making occupation or career decisions (provided by all merit staff). This activity will be provided as needed by the customer.
- **Resume Writing Assistance:** The resume writing assistance component will provide specific instruction to job seekers on the content and format of resumes and cover letters. ES staff will also be able to assist the job seeker in developing an appropriate resume and cover letter to increase the probability for getting hired.

Funds allocated to the Workforce Development Board:

\$129,025.00

Name of Agency:

South Central Michigan Works!

Reemployment Services provided:

- **Job Search Planning:** A plan for each applicant will be developed that will include the necessary steps and timetables to achieve employment
- **Job Search Workshop:** The South Central Michigan Works contractor will design short (1-3) day seminars designed to provide participants with knowledge that will enable them to find jobs. Subjects will include but not necessarily be limited to: Labor Market Information, Application Completion, Resume Writing, Interviewing Techniques and Job Lead identification.
- **Assessment and Testing Service:** The South Central Michigan Works contractor will provide the Work Keys assessment services (approximately 45 minute testing sessions) for customers interested in this service. This assessment will enable both the customer and the contractor to understand the skill levels of the customer, thus providing for a greater opportunity for successful sustained employment.
- **Career Guidance:** The South Central Michigan Works contractor will provide career guidance by providing information, materials, suggestions or services that are intended to assist the claimant in making occupation or career decisions. Merit Staff will provide this service in a presentation lasting approximately one half hour.
- **Resume Writing Assistance:** The South Central Michigan Works contractor will provide instructions to job seekers on the content and format of resumes and cover letters and assist job seekers in the development of those documents in a half hour presentation.

Funds allocated to the Workforce Development Board:

\$46,283.00

Name of Agency:

Michigan Works! The Job Force Board

Reemployment Services provided:

- **Job Development:** A job development contact is a contact made by telephone or in person with a specific public or private employer. It is an attempt to solicit a job interview for a specific job for a specific applicant for whom there is no suitable job listing in Michigan's Talent Bank.
- **Job Search Planning:** A plan developed for an applicant that includes the necessary steps and timetables to achieve employment.
- **Job Search Workshop:** Short seminars designed to provide participants with knowledge that will enable them to find jobs. Subjects include: Ready for Work, Computer Basics, Computer Lab, Resumes and the Talent Bank, Labor Trends, Job Search/Networking and Entrepreneurism. The workshops have a minimum of 6 hours of active classroom time.
- **Employment Testing:** The list of possible testing instruments include: Work Keys, Tests of Adult Basic Education (TABE), Wonderlic Personnel Test (WPT), the Employee Reliability Inventory (ERI), Work Keys Assessments.
- **Career Guidance:** The provision of information, materials, suggestions or services that are intended to assist the claimant in making occupation or career decisions.
- **Resume Writing Assistance:** Provide instructions to job seekers on the content and format of resumes and cover letters. Assist job seekers to develop resumes and cover letters.

Funds allocated to the Workforce Development Board:

\$25,317.00

Name of Agency:

Thumb Area Michigan Works! Agency

Reemployment Services provided:

- Job Development
 - Regular Employer Contacts
 - Job Interview Scheduling
 - Pre-Interview Business Research
- Resume Assistance/Preparation
 - Personalized, customized career/job development planning.
 - Analysis of skill/work history.
 - Review of formal/informal education and training.
 - Resume critique and updating.
- Career Guidance
 - Provision of career exploration materials.
 - Review of local and out-of-state job opportunities.
 - Cooperative search for additional career guidance information.
 - Referral to complimentary career guidance resources.
- Testing
 - Provision of TABE Locator Testing
 - Basic analysis of testing results
 - Review of additional testing opportunities
 - Referral to appropriate Work Keys testing agents

Funds allocated to the Workforce Development Board:

\$22,932.02

Name of Agency:

Washtenaw County Michigan Works!

Reemployment Services provided:

A one-day, seven hour workshop will be provided to targeted UI Claimants. The workshop is called "The Job Search Workshop – A Job, A Better Job, A Career" and will include the following components:

- Self-assessment
- Employer Research
- Transferable Skills
- Interviewing
- Resume writing
- Cover Letters
- Thank you letters
- Job Development, Job Search Planning and Career Guidance may also be provided.
- Testing: The TABE (Test of Adult Basic Education) will be administered to no less than 21 eligible UI Claimants that participate in the workshop.

Funds allocated to the Workforce Development Board:

\$22,932.02

Name of Agency:

West Central Michigan Works!

Reemployment Services provided:

- The Job Search Workshop: provided at several Michigan Works! West Central Workforce Service Centers on a regularly scheduled and as-needed basis. Workshop locations are planned for the Workforce Service Centers in Newaygo, Mason, and Osceola counties. The Job Search Workshop will provide instruction in areas including:
 - Interview skills
 - Methods of locating jobs for which the applicant may apply
 - Appropriate demeanor
 - Appropriate attitude
 - Dress for Success
- Career Guidance will be provided using MOIS, O-Net or other systems to assist workers in determining a choice of career area or areas. These systems are available at every Michigan Works! West Central computer and the services are available to customers along with necessary staff assistance. Appropriate materials and information will also be available to assist participants as well.
- Resume Writing Assistance will be provided to all UI Profiling customers. The technicalities of creating a resume, perfecting a resume, and targeting a resume to a specific employer as well as designing a well-representative cover letter, thank you letters and more will all be presented by staff. Resume paper and envelopes will be provided to the customer as needed.
- All Michigan Works! West Central computers are additionally equipped with "Typing Tutor" so that a customer may assess their current skills or may improve their skills through frequent use of available software, to assist them in preparing and finding better employment.

Funds allocated to the Workforce Development Board:

\$26,951.00

Name of Agency:

Western U.P. Michigan Works!

Reemployment Services provided:

- Employment Testing: Provision of Wonderlic, as requested by local employees.
- Resume Writing: Assist participant in all facets of resume preparation including content, design, and distribution to appropriate employers.
- Labor Market Information: One-on-one service for local and regional Job Search efforts and discussion of pertinent Labor Market Information with participant to more appropriately target job search activities.

Funds allocated to the Workforce Development Board:

\$10,875.00

VI. WHAT WERE THE RSI GOALS?

DLEG-BWP established the following goals for the PY 2004 RSI:

- Increase job search activities by a minimum of 3% over PY 2003 totals.
- Increase the use of employment testing by a minimum of 3% over Program Year 2003 levels.
- Increase overall results for staff-assisted services.
- Submit two RSI success stories.

VII. WHAT WERE THE OUTCOMES?

The following tables illustrate the success of the PY 2004 RSI in meeting its four stated goals.

Goal 1: Increase Job Search Activities by a minimum of three percent (3%) over PY 2003.

Table 3 shows each MWA's outcomes for Job Search Activities. All but three participating MWA exceeded their PY 2004 goal for job search activities by a range of 1882.8% for Career Alliance to 133.9% for the Eastern Upper Peninsula. Three Michigan Works! Agencies failed to meet their Job Search Assistance goal in PY 2004. These were: Berrien-Cass-Van Buren with 77.9%, South Central with 69.03%, and the Western Upper Peninsula with 86.1%. Overall, however, there was an average increase in job search activities of 208.3% during the program year. The improvement in job search activities' results over PY 2003 is due in part to better training of the MWAs in reporting procedures for the One-Stop Management Information System (OSMIS) and to the partial automation of the mediated services registration procedure.

During PY 2004, the Bureau of Workforce Programs made additional training in the use of the OSMIS reporting system available to all Michigan Works! Agency staff. This training, in the form of webinars broadcast to the Michigan Works! Agencies by Bureau of Workforce Programs training personnel, was implemented to help MWAs become quickly familiar with changes in reporting requirements and procedures that could potentially impact their program performance. Training webinars are conducted concurrently with the roll-out of the new procedures, allowing Michigan Works! Agency staff to adjust to system changes in a timely manner.

Additionally, early in PY 2004 the BWP initiated modification to the OSMIS system that allowed UI claimants to self-register for mediated services at the same time that they posted their resumes on the Michigan Talent Bank. This change was necessary because, due to legal restrictions imposed by the Michigan Employment Security Act concerning access to confidential identifying information about UI claimants, it was not always possible in the past for the out-sourced service providers at Michigan Works! Agencies to register UI claimants for mediated services. This limitation often resulted in the under-reporting of services. In order to correct this, the Bureau of Workforce Programs initiated OSMIS system and Michigan Talent Bank modifications that allowed claimants to self-register for mediated services at the same time that they registered for the Michigan Talent Bank. Mediated services self-registration has successfully eliminated the problem of Michigan Works! Agency staff being unable to report all

services for UI claimants, with the result that nearly all Michigan Works! Agencies reported delivering more reemployment services in PY 2004 than they did in PY 2003.

The Bureau of Workforce Programs is currently investigating why three MWAs failed to meet their 2004 performance goal for job search assistances and is attempting to assess any outstanding training needs these MWAs may have. Following the needs assessment, steps will be taken to correct any verifiable training problems. All of the MWAs who failed to make their PY 2004 goal for Job Search Assistance goals had greatly increased their Job Search Assistance results between PY 2002 and PY 2003, however. Western Upper Peninsula recorded 527% more Job Search Assistances in PY 2003 than they did in PY 2002. Berrien-Cass-Van Buren recorded a 1,872% increase in Job Search Assistances between PY 2002 and PY 2003, and the South Central MWA had an increase of 4,851% in their Job Search Assistances between PY 2002 and PY 2003. Given their outstanding performance in the previous program year, it may be that these three MWAs were already functioning at their maximum capacity, and their PY 2004 goal of an additional three percent increase may not have been realistic, given the current Michigan job market.

Table 3
Outcome Data for Job Search Activities by Eligible UI Claimants
from the Fourth Quarter ETA 9002 Report

Michigan Works! Agency	GOAL	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	% of Goal Achieved
Berrien-Cass-Van Buren	4,814	3,619	3,461	3,391	3,752	77.9%
Calhoun	501	617	879	1,742	2,189	436.9%
Capital Area	3,442	3,618	3,377	4,810	6,282	182.5%
Career Alliance	379	328	1,712	4,594	7,136	1882.8
Central Area	534	524	735	1,677	2,231	417.8%
City of Detroit	7,115	5,995	4,863	8,328	11,370	159.8%
Eastern Upper Peninsula	112	150	110	136	150	133.9%
Job Force	440	405	492	857	1,240	281.8%
Livingston	412	276	342	1,076	1,847	448.3%
Macomb-St. Clair	2,174	2,827	5,551	10,867	14,951	687.7%
Muskegon-Oceana	1,444	1,228	1,372	2,815	3,653	252.9%
Northeast	278	293	405	1,772	2,310	830.9%
Northwest	963	704	635	2,514	3,761	390.5%
Oakland	6,098	3,921	2,950	7,106	10,817	177.4%
Ottawa	563	602	660	1,688	2,413	428.6%
Region 7B	781	734	861	1,964	2,540	325.2%
SEMCA	15,289	17,401	21,205	25,627	27,163	177.6%
South Central	8,465	7,840	7,290	6,422	5,844	69.03%

Michigan Works! Agency	GOAL	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	% of Goal Achieved
Thumb Area	2,140	1,672	3,153	5,061	6,201	289.7%
Washtenaw	272	434	659	1,589	2,408	885.2%
West Central	249	215	239	1,457	2,174	873.0%
Western Upper Peninsula	2,320	2,185	2,071	2,119	1,999	86.1%
TOTALS	58,785	55,588	62,977	97,612	122,431	208.3%

Table 4 compares the PY 03 and PY 04 results for job search activities.

Table 4
Data from the Fourth Quarter 9002 Report
Comparing PY 03 and PY 04 Results
for Job Search Activities

Michigan Works! Agency	PY 03: Total Job Search Activities	PY 04: Total Job Search Activities	Calc'd Incr/Decr (%) for PY04:PY03
Berrien-Cass-Van Buren	4,674	3,752	-20%
Calhoun	486	2,189	350%
Capital Area	3,342	6,282	88%
Career Alliance	368	7,136	1839%
Central Area	518	2,231	331%
City of Detroit	6,908	11,370	65%
Eastern UP	109	150	38%
Job Force	427	1,240	190%
Livingston	400	1,847	362%
Macomb-St. Clair	2,111	14,951	608%
Muskegon/Oceana	1,402	3,653	161%
Northeast	270	2,310	756%
Northwest	935	3,761	302%
Oakland	5,920	10,817	83%
Ottawa	547	2,413	341%
Region 7B	758	2,540	235%
SEMCA	14,844	27,163	83%
South Central	8,218	5,844	-29%
Thumb Area	2,078	6,201	198%
Washtenaw	264	2,408	812%
West Central	242	2,174	798%
Western UP	2,252	1,999	-11%
TOTAL or AVERAGE	57,073	122,431	114.5%

All but three participating Michigan Works Agency reported an increase in job search activities for eligible claimants during PY 2004. Increases ranged from a 1,839% for Career Alliance to a

38% increase for the Eastern Upper Peninsula MWA. The average overall increase for Job Search Activities was 114.5%.

Goal 2: Increase Assessment Testing by a minimum of three percent (3%) over PY 2003.

Table 5 shows each MWA's results for Employment Testing sorted by percent of goal. Only ESA endorsed tests are used for assessment testing. The endorsed instruments are the O*NET assessments, Work Keys, and the Test of Adult Basic Education (TABE). Under the terms of the PY 2004 Reemployment Services Initiative, Michigan Works! Agencies were required by the BWP to increase their use of employment testing by three percent (3%) over their PY 2003 totals. Twelve participating Michigan Works! Agencies met or exceeded this goal during PY 2004. The West Central MWA had the best results, exceeding their employment testing goal by 2,240.0%.

Nine MWAs did not meet their employment testing goals. Five of these MWAs, including Ottawa, Muskegon-Oceana, Capital Area, City of Detroit, and Central Area had much higher testing goals than most other MWAs as a result of very active testing programs in the previous program year. Consequently, in some of these cases, their PY 2004 goals may have been set too high. Muskegon-Oceana and Capital Area conducted extensive employment testing in PY 2003 as a result of mass lay-offs in their area. It may not have been possible for them to meet a three percent (3%) increase in employment testing in PY 2004, as many job seekers had already been tested. Berrien-Cass-Van Buren, Livingston, and Region 7B did not enter any testing data into the OSMIS system during PY 2004, and the Thumb Area MWA reported only one testing service.

Since all of these MWAs agreed in their PY 2004 RSI proposals to meet the goal of a three percent (3%) increase in employment testing, BWP will investigate why they failed to meet their goals. If employment testing was performed at these MWAs, but not reported, it may be that additional training in the use of the OSMIS reporting system is necessary to correct the problem. If testing was not carried out at all, BWP counselors may need to train the staff at these MWAs in employment test administration.

Table 5
Outcome Data for Employment Testing of Eligible UI Claimants
from Fourth Quarter ETA 9002 Report
Sorted by % of Goal

Michigan Works Agency	GOAL	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	Total	% by which Goal was exceeded
West Central	5	14	88	9	6	115	2240.0%
Job Force	8	13	36	48	8	105	1212.5%
Macomb-St. Clair	13	10	12	9	18	49	276.9%
Calhoun	24	0	0	14	52	66	175.0%
SEMCA	64	5	3	57	73	138	115.6%
Northwest	29	6	0	26	30	62	113.8%
Northeast	8	0	15	2	0	17	112.5%

Washtenaw	21	26	11	0	0	37	76.2%
Oakland	524	41	21	109	690	861	64.3%
Career Alliance	10	8	1	0	4	13	30.0%
Western U.P.	39	18	30	0	0	48	23.1%
Eastern U.P.	7	3	0	0	4	7	0.0%
Ottawa	641	63	111	181	192	547	-14.7%
Muskegon-Oceana	1352	162	139	370	310	981	-27.4%
Capital Area	1120	77	94	112	258	541	-51.7%
Thumb Area	5	0	0	1	0	1	-80.0%
South Central	43	0	0	4	1	5	-88.4%
Central Area	127	2	3	2	5	12	-90.6%
City of Detroit	534	1	25	1	3	30	-94.4%
Berrien-Cass-Van Buren	5	0	0	0	0	0	-100.0%
Livingston	5	0	0	0	0	0	-100.0%
Region 7B	5	0	0	0	0	0	-100.0%
TOTALS	4,589	449	589	945	1,654	3,637	-20.7%

Table 6 compares the PY 03 and PY 04 results for employment testing. Sixteen participating MWAs increased their results for employment testing during PY 2004. The West Central Michigan Works Agency had the greatest increase with 2,300.0%. Six Michigan Works! Agencies reported providing less employment testing than they had offered in the previous year. The Berrien-Cass-Van Buren MWA reported the greatest decrease, with a 100% decline in testing services. Overall, Michigan MWAs offered 303.3% more employment testing in PY 2004 than they did in PY 2003.

Table 6
Data from the Fourth Quarter 9002 Report
Comparing PY 03 and PY 04 Results
for Employment Testing

Michigan Works! Agency	PY 03 Final Data	PY 04 Final Data	Calc'd Incr/Decr (%) for PY04:PY03
Berrien-Cass-Van Buren	1	0	-100.0%
Calhoun	23	66	+286.9%
Capital Area	1,087	541	-49.3%
Career Alliance	10	13	+130.0%
Central Area	123	12	-90.3
City of Detroit	518	30	-96.2
Eastern UP	7	7	0%
Job Force	8	105	+1,875%
Livingston	0	0	#N/A
Macomb-St. Clair	13	49	+376.9%
Muskegon/Oceana	1,313	981	-24.3%
Northeast	8	17	+212.5%
Northwest	28	62	+221.4%
Oakland	509	861	+169.2%
Ottawa	622	547	-12.1%
Region 7B	0	0	#N/A
SEMCA	62	138	+222.5%

South Central	42	5	+840%
Thumb Area	1	1	100%
Washtenaw	20	37	+185.0%
West Central	5	115	+2,300.0%
Western UP	38	48	+126.3%
TOTAL	4,438	8,226	+303.3

Goal 3: An overall increase in the delivery of staff-assisted reemployment services to targeted UI claimants.

Table 7 shows outcome data from the fourth quarter ETA 9002 Report for staff-assisted services, such as workshops, career guidance and referrals to employment.

Table 7
Outcome Data from the Fourth Quarter ETA 9002 Report
For Staff-Assisted Services

Michigan Works! Agency	Total PY 2004 Staff Assisted Services	Services as % of Local Workforce*	Number of Workers in Labor Force per LMI 2004**	Average 2004 Unempl. Rate	Number of Unempl. Wkrs	Number of Services/ number of unemp = number of services per worker	Calc'd Incr/Dec (%) for PY04 Versus PY03
Berrien-Cass-Van Buren	3,771	2.6%	146,375	6.5%	9,575	0.39	-64%
Calhoun	2,205	1.8%	122,525	6.1%	7,450	0.30	68%
Capital Area	6,437	2.6%	249,650	5.2%	12,975	0.50	-23%
Career Alliance	7,205	3.3%	220,175	8.7%	19,175	0.38	588%
Central Area (CAPC)	2,345	2.2%	108,650	6.5%	7,100	0.33	65%
City of Detroit	12,157	3.1%	389,375	14.0%	54,325	0.22	-34%
Eastern UP	193	0.7%	27,850	7.9%	2,200	0.09	-33%
Job Force/Six County	1,260	1.4%	88,675	6.3%	5,625	0.22	10%
Livingston	1,848	2.1%	88,725	3.9%	3,500	0.53	102%
Macomb-St. Clair	15,297	2.9%	525,025	6.8%	35,475	0.43	190%
Muskegon/Oceana	3,761	3.9%	96,325	8.4%	8,075	0.46	-5%
Northeast	2,320	3.5%	65,475	8.9%	5,800	0.40	223%
Northwest	3,788	2.5%	154,600	7.1%	11,000	0.34	26%
Oakland	11,002	1.6%	671,825	5.1%	34,225	0.32	-39%
Ottawa	2,445	1.7%	141,450	5.2%	7,350	0.33	30%
Region 7B	2,653	4.6%	57,150	9.9%	5,650	0.47	27%
SEMCA	27,216	4.5%	606,825	4.8%	29,050	0.94	-22%
South Central	5,845	3.9%	150,425	6.9%	10,350	0.56	-64%
Thumb Area	6,298	5.6%	111,725	8.7%	9,675	0.65	41%
Washtenaw	2,426	1.3%	184,475	3.2%	5,850	0.41	184%
West Central	2,178	3.1%	70,575	8.1%	5,700	0.38	165%
Western UP	2,008	5.1%	39,200	6.7%	2,625	0.76	-59%
TOTAL or AVERAGE	124,613	2.9%	4,317,075	6.8%	291,546	0.43	-11.3%

Staff-assisted services are employment services that require the employment service provider to play an active role, such as making referrals to supportive agencies, conducting job search workshops, making referrals to occupational training, and more. Career Guidance consists of providing career information, materials, or advice to assist job seekers in making occupational or career decisions. Referrals to employment are defined as the act of introducing an employer to job seekers who are available for specific job openings. Job referral applicants are those selected as best fitting the employer's hiring requirements.

Table 7 includes the number of services delivered per unemployed worker, statistics for the number of workers in the local labor force, the number of locally unemployed workers, and the average unemployment rate. All figures are from the Michigan Office of Labor Market Information. The number of staff-assisted services per worker ranged from a high of .94 services per unemployed worker at the SEMCA Michigan Works! Agency to a low of .22 services per unemployed worker at the City of Detroit and Job Force/Six County Michigan Works! Agencies.

Table 8 provides a comparison of PY 03 and PY 04 results for total staff-assisted services.

Table 8
Data from the Fourth Quarter 9002 Report
Comparing PY 03 and PY 04 Results
for Staff-Assisted Services

Michigan Works! Agency	PY 03: Total Staff Assisted Services	PY 04: Total Staff Assisted Services	Calculated Incr/Decr (%) for PY04:PY03
Berrien-Cass-Van Buren	10,409	3,771	-64%
Calhoun	1,309	2,205	68%
Capital Area	8,333	6,437	-23%
Career Alliance	1,048	7,205	588%
Central Area (CAPC)	1,419	2,345	65%
City of Detroit	18,394	12,157	-34%
Eastern UP	290	193	-33%
Job Force/Six County	1,149	1,260	10%
Livingston	917	1,848	201%
Macomb-St. Clair	5,278	15,297	189%
Muskegon/Oceana	3,907	3,716	-5%
Northeast	718	2,320	223%
Northwest	3,001	3,788	26%
Oakland	18,165	11,002	-39%
Ottawa	1,886	2,445	30%
Region 7B	2,082	2,653	27%
SEMCA	34,946	27,216	-22%
South Central	16,256	5,845	-64%
Thumb Area	4,472	6,298	41%
Washtenaw	855	2,426	184%
West Central	821	2,178	165%
Western UP	4,839	2,008	-59%
TOTAL	140,494	124,613	-11.3%

Thirteen participating Michigan Works! Agency increased their total staff-assisted services during the 2004 program year. Increases ranged from a 588% increase for the Career Alliance Michigan Works! Agency to a 10% increase for the Job Force/Six County Michigan Works! Agency. Nine Michigan Works! Agencies reported delivering fewer staff-assisted services in PY 2004 than in PY 2003. Decreases ranged from a -64% decline for the South Central Michigan Works! Agency to a decline of -5% for the Muskegon-Oceana Michigan Works! Agency. Overall, however, there was a 63% average increase of in staff-assisted services for all Michigan Works! Agencies.

The Bureau of Workforce Programs is investigating the reasons why nine MWAs reported delivering fewer staff-assisted services in PY 2004. Because many MWAs began programs to deliver mandatory services to UIA profiled claimants for the first time in PY 2004, a misunderstanding about profiling reporting requirements may have resulted in extensive under-reporting of reemployment services provided for these claimants. Steps are being taken to correct this misunderstanding and to provide additional training in reporting procedures for all MWA staff. BWP will coordinate with the Department of Information Technology and the BWP Training Division to schedule webinars for all MWA staff on correct reporting procedures.

Goal 4: Submit two RSI success stories.

Michigan Works! Agencies submitted a total of 40 success stories for the PY 2004 RSI. These success stories reveal the ability Michigan Works! Agencies to deliver the right combination of employment services to UI claimants to help them achieve employment. The success stories included the following information:

- Job title before receiving UI benefits
- Hourly wage/salary before receiving UI benefits
- Job title after receiving reemployment services
- Hourly wage/salary pay after receiving reemployment services
- Identification of the reemployment services that helped the claimant find a job
- The claimant's layoff or separation date and the return to work date with the new employer (optional).

Table 9 compares the jobs and salaries obtained by the 40 claimants, including the percentage of salary change between their wages in their previous job and their wages after receiving reemployment services. Claimants are listed in the order of greatest pay increase to greatest pay reduction. This doesn't tell the entire story, however. In some cases, the pay reductions were the result of claimants switching to new careers with better future outlooks, although they started out at a lower rate of pay. The success story results break down as follows:

- Twenty-seven job seekers changed their profession when they changed jobs.
- Seventeen job seekers received a pay increase in their new job.
- Eleven job seekers took a pay reduction.
- Six of the job seekers had been working on commission or had experienced long-term unemployment, so no comparison between their previous and their current wage was available.
- One job seeker was a displaced homemaker with no previous record of earnings.

- Pay rates for the new positions ranged from \$5.50 to \$43.00 per hour.

Table 9
Success Stories
Comparison of Jobs and Salaries

UI Claimant	Length of Unemployment	Other One-Stop Services	Previous Occupation	Current Occupation	Previous Pay	Current Pay	% Change
1. Anthony M.	3 ½ mos.	UI	Loss Prevention Specialist	Loss Prevention Manager	6.00/Hour	10.00/Hour	66.67%
2. Leann K.	5 ½ mos.	UI	Machine Operator	Palletizer	10.15/Hour	16.40/Hour	61.58%
3. Wendy K.	2 years	UI, WIA, TAA training	Assembler	Surgical Technologist	10.75/Hour	16.27/Hour	51.35%
4. Richard S.	None		Grocery Stock Clerk	Production Associate	8.60/Hour	12.45/Hour	44.77%
5. Ralph S.	5 ½ mos.		Production Supervisor	Supervisor	14.85/Hour	20.50/Hour	38.05%
6. Kimberly S.	4 mos.	WIA training	Retail Sales	Assistant Instructor	7.50/Hour	10.00/Hour	33.33%
7. Terri C.	7 mos.	WIA training	Plastic Machine Forming Operator	Certified Nurse Aide	7.00/Hour	9.26/Hour	32.29%
8. Adriana C.	13 mos.	WIA Youth, UI	Receptionist	Intake Receptionist	8.00/Hour	10.00/Hour	25.00%
9. Tina W.	4 mos.	UI	Receptionist	Customer Service Technician	11.00/Hour	13.21/Hour	20.09%
10. Amy T.	2 years 3 mos.	UI, WIA training	Sewer/Assembler	Medical Biller	10.00/Hour	12.00/Hour	20%
11. Corinne S.	6 mos.	WIA, UI	Assistant Manager	Manager-in-Training	11.00/Hour	13.00/Hour plus commission	18.18%
12. Gary M.	16 mos.	UI	Journeyman Die Set Welder	Billet Inspector	13.96/Hour	16.34/Hour	17.05%
13. Michelle C.	6 ½ mos.		Administrative Assistant	Human Resources Assistant	12.00/Hour	14.00/Hour	16.67%
14. Ruslan Z.	3 mos.		Press Operator	Machine Operator	12.20/Hour	13.30/Hour	9.02%
15. Connie S.	6 mos.	UI	Retail Sales	Sales	7.50/Hour	8.10/Hour	8.00%
16. Janet F.	2 mos.		Inventory Planner/Scheduler	Purchasing Assistant	15.00/Hour	16.00/Hour	6.67%
17. Brian S.	7 mos.	WIA training	Counter Sales Clerk	Inventory Controller	11.55/Hour	12.25/Hour	6.06%
18. Roberto P.	2 weeks	WIA training, Veterans' service	Machine Operator	Chemical Operator	11.53/Hour	12.05/Hour	4.51%
19. David H.	22 mos.	UI, MRS, WIA	Technical Support Analyst	Sr. Programmer/	34.00/Hour	35.00/Hour	2.94%

UI Claimant	Length of Unemployment	Other One-Stop Services	Previous Occupation	Current Occupation	Previous Pay	Current Pay	% Change
				Analyst			
20. Rosemarie B.	3 mos.	UI, WIA training	Loan Processor	Certified Nurse Aide	8.50/Hour	8.50/Hour	0.00%
21. Marc R.	3 mos.	UI	Plumber	Plumber	16.00/Hour	16.00/Hour	0.00%
22. Carol L.	4 mos.	UI, WIA	Inventory Clerk	Water Billing Clerk	8.00/Hour	7.75/Hour	-3.13%
23. Walter W.	9 mos.	UI	Apprentice Engineer	Boiler Operator	17.30/Hour	16.65/Hour	-3.76%
24. Mahmood T.	4 mos.	UI, WIA	Engineering Manager	Engineer	45/Hour	43/Hour	-4.44%
25. James R.		WIA	Technician Consultant	Manager-Trainee	9.00/Hour	8.50/Hour	-5.56%
26. Robert B.	13 mos.	WIA, TAA	Machine Operator	Medical Office Professional	13.00/Hour	12.00/Hour	-7.69%
27. Yvonne L.	4 mos.		Librarian	Customer Service Representative	19.00/Hour	17.00/Hour	-10.53%
28. Kevin C.	2 mos.	UI	Automotive Technician	Automotive Technician	18.23/Hour	16.00/Hour	-12.23%
29. Benedict E.	3 mos.	UI	Quality Inspector/Assembler	Optic Lab Technician	12.00/Hour	10.00/Hour	-16.67%
30. Paul W.	1 year	WIA	Truck Driver	Machine Technician I	11.50/Hour	9.00/Hour but works 10-15 hours ot/wk	-21.74%
31. Steven S.	2 years	UI, TAA	Plastic Injection Molding Set-up Operator	CNC Machine operator	13.00/Hour	10.00/Hour	-23.08%
32. Stacy C.	20 mos.	WIA Adult	Customer Service Representative	Work First Coordinator	13.94/Hour	10.00/Hour	-28.26%
33. Larry M.	8 mos.	UI, WIA training	Systems Administrator	Network Specialist	56,000/Year	19.31/Hour	-28.28%
34. Peggy C.	6 ½ months	UI, WIA training	Production Technician	Cashier	8.50/Hour	6.00/Hour	-29.41%
35. Stephanie K.	3 ½ mos.		Store Mgr./Corp. Trainer	Customer Service Rep.	41,000/Year	9.25/Hour	-53.07%
36. Gail M.	10 mos.	Work First	Support Analyst	Administrative Assistant	42,000/Year	8.50/Hour	-57.90%
38. Anna Marie G.	5 mos.	WIA training	Waitress	Customer Service Rep.	2.58/Hour plus tips	13.30/Hour	--
39. Denise I.	1 month	Displaced homemaker	Fulltime Parent	Cook	--no previous earnings	11.06/Hour	--
40. Michael M.	1 year	UI, TAA training	Bender Operator	Massage Therapist	16.70/Hour	60/40 percentage	--
41. Nathan B.	4 ½ mos.		Auto Body Laborer	Concrete Yard Salesman	Commission	11.00/Hour	--

VIII. WHAT WERE SOME OF THE SUCCESS STORIES?

The narratives on the following pages were submitted by some of the Michigan Works! Agencies that participated in the PY 2004 RSI. These success stories describe the positive outcomes that resulted for Unemployment claimants as a result of their participation in reemployment services.

**Reemployment Services Initiative
Success Stories**



Michigan Works! Berrien-Cass-Van Buren

PY 2004 Reemployment Services Initiative Success Story

Adriana Correa

Adriana Correa registered with Michigan Works on November 3, 2003 for reemployment services. Adrianna was laid off from her position on October 17, 2003, where she was a receptionist for the Telamon Migrant Head Start Program. Before her lay-off, Adriana was earning \$8.00 per hour.

Adriana registered for Unemployment and was referred to the WIA Youth Program. She was also given local labor market information and job leads to help her find employment.

The Lewis Cass Intermediate School District hired Adriana in November of 2004 as the Intake Receptionist, starting at \$10.00 per hour.



Michigan Works! Berrien-Cass-Van Buren

PY 2004 Reemployment Services Initiative Success Story

Stacy Cloud

Stacy Cloud registered with Michigan Works on November 13, 2003 for reemployment services. Stacy was laid-off from her position as a customer service representative on November 1, 2003, with United Federal Credit Union. Before her layoff, Stacy was earning \$13.94 an hour.

Stacy registered for Michigan Works and was referred to the Adult Program. She was also given local labor market information and job leads to help her find employment.

Stacy accepted employment with the Lewis Cass Intermediate School District in June of 2005 as the Work First Coordinator making \$10.00 an hour. Stacy said that her experience with Michigan Works has been a blessing in disguise, because she loves her new position with Lewis Cass ISD.



Calhoun Intermediate School District

PY 2004 Reemployment Services Initiative Success Story

Amy Thrasher

On September 15, 2003, Amy Thrasher was laid off from her Sewer/Assembler position at Fairway Products in Quincy. She had worked there for 3 ½ years and was making \$10.00 per hour.

Amy filed for unemployment benefits and registered with Michigan Works! She looked for work unsuccessfully until March 2004. When she qualified for TAA/NAFTA benefits, she decided to return to school. Michigan Works! staff administered the Work Keys assessment and provided labor market information in order to assist Amy in determining her course of study. Amy decided to pursue the Medical Billing Program and successfully completed the training.

Michigan Works! staff helped Amy to complete a professional resume and list of references. They also helped with job development and provided several job leads. In fact, the position Amy secured was through a job lead received from Michigan Works!

Amy is currently employed at the Family Practice and Orthopedic Care Center in Coldwater, where she does medical billing for three orthopedic physicians. She was hired there on January 3, 2005 and is currently making \$12.00 per hour. Amy loves her new career and knows that without the assistance of Michigan works! she would not be there today.



Calhoun Intermediate School District

PY 2004 Reemployment Services Initiative Success Story

Tina Watson

Tina Watson was employed as a Receptionist at \$11.00 per hour before applying for Unemployment Benefits. Tina had told herself that, if she didn't find a job within three months, she would attend one of those workshops on resume building. Three months came and went and she was still unemployed, with no positive job prospects. So, Tina stopped by Michigan Works! and asked when the next resume workshop was. Tina was confident when she attended the workshop that this was going to be wasting everybody's time. She believed these people were not really going to tell her anything she didn't already know and that they would not even try to help her.

Tina found she was wrong on all counts. At Michigan Works! she met one of the friendliest and most pleasant people ever. Ms. Ida Lee, Employment Specialist, helped Tina and others to see what was wrong with their resumes, while also pointing out the good points, then helped to select wording that would appeal to potential employers. After the workshop, Ms. Lee gave out her business card and offered to set up one-on-one sessions to help perfect Tina's resume. She immediately made the appointment and completed her resume within a couple of days. To Tina's surprise, she had an interview within five days and over 20 hits on her resume within three weeks. She had several more interviews and was hired for a fulltime job within 30 days.

On July 6, 2005 Tina started her new job as Customer Service Technician at \$13.21 per hour with a generous benefit package.

Tina extends her thanks also to Kevin Johns, Employment & Training Specialist at Michigan Works! HRDI, and Nancy Terry of MRS. Their help, along with a newfound persistence and humility, helped to secure a fulltime job for Tina Watson.



Capitol Area Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

Robert Bailey

Robert Bailey was laid off from Wohler on January 30, 2004. He had worked at the factory for nearly twelve years, and was fearful of the difficulties in finding another position in production. Robert earned 13.00/hour at Wohler as a Machine Operator.

At that time Robert knew very little about computers. He enrolled in the Administrative Office program at Career Quest Learning Center through the Workforce Investment Act. Although Robert was eligible, there were no Trade Adjustment Assistance (TAA) funds available for training. Robert excelled in his training, and was even able to assist other students.

Shortly before Robert finished the program, TAA funds became available, and Robert decided to continue his education and earn a Medical Office Professional certificate through TAA. During his training, Robert also completed an internship at Care Free Medical, Inc. Robert completed his training program in early January, and after an intensive job search, was hired by Dr. Sladek, M.D. on January 25, 2005. His new wage is \$12.00/hour.

With the help of the Workforce Investment Act and Trade Adjustment Assistance programs, and Career Quest Learning Center, Robert was able to learn new skills and create a new career for himself.



Career Alliance, Inc. Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

Kimberly Schmitt

On November 2, 2004 Kimberly Schmitt attended Profiler Orientation at Capital Area Michigan Works! St. Johns Service Center. Kimberly had lost her job in October, when the store where she was working closed. She was in need of a new and better paying position. Kimberly was very receptive to staff and considered the various services that Capital Area Michigan Works! had to offer. She opted to participate in Reemployment services and asked for assistance with exploring a new career and possible training options. She met with Reemployment staff and discussed interest profiling and upgrading of her job search skills. She was also introduced to Workforce Investment Act (WIA) staff and took the time to complete the necessary paperwork for enrollment and to set her first appointment.

The very next week, Kim enrolled in multiple employability workshops and for skills assessments at the service center. She completed the assessments and faithfully attended the workshops. In less than a month, Kimberly had participated in most of the jobseeker workshops that were offered at the service center and began investigating training in the medical field. With the help of WIA staff she located a training facility and was accepted into a program at American Medical Careers. With funding from the WIA Dislocated Worker program, she was able to receive a grant to attend the training program.

Employment Service staff assisted her with completing and submitting student waivers to the Unemployment Agency. Kim was beginning to get both excited and nervous about her new career goals and how it would impact her life.

In January of 2004, Kim began her training and successfully completed the program in February as Salutatorian of her class. She took her examination for Patient Care Technician certification, was successful, and received her National Certification. She then pursued an externship to get her experience with Phlebotomy draws.

Kim started interviewing for Certified Nursing Assistant positions and received two different offers within days of each other. She decided to take a position at the same school she had just completed her medical training as an Assistant Instructor. She began working full time at American Medical Careers, 40 hours a week at \$10 an hour, on March 3, 2005. This gave her an initial pay increase from her lost job of \$2.50 an hour and much more room for advancement and opportunity.

If it had not been for the Profiling System, Kimberly may not have been drawn back into the CAMW! service center to hear about the many services available to her. She had put her resume on the Talent Bank when she registered for unemployment, but the many services available to

her had not really been absorbed at that time. It took the invitation to attend the profiler orientation to truly understand the wealth of services and opportunities available to her at the St Johns Service Center.

The many varied and comprehensive services and programs that might be available to assist workers in regaining employment are many, and they benefit job seekers when they take the time to evaluate their needs and to utilize all of the available resources and services. Kim was one of those individuals who used the services to her advantage and got a new beginning in a career she enjoys. For Kimberly, the closing of her former employer was more of a blessing in disguise. It forced her to explore her options and start again in the right direction.



Career Alliance, Inc. Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

Richard Sheldon

Richard Sheldon was underemployed and working part time as a Grocery Stock Clerk for an hourly rate of \$8.60, with no benefits, when he enrolled in our program. The position afforded no opportunity for fulltime work, nor any chance for advancement.

Since joining forces with Career Alliance, Richard has abandoned the part time job for a fulltime position with RSDC of Michigan in Holt, as Production Associate. Starting at RSDC on January 10, 2005, Richard now has benefits and is earning \$12.45 per hour.

Richard had wanted to work for RSDC of Michigan for some time and, after receiving our services, he reapplied, retested (with improvement) and got the job!



Career Alliance, Inc. Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

Janet Frolka

Janet Frolka had worked for A.O. Smith for a number of years, filling a variety of positions. When she lost her job at the end of 2004 (December 31), because of downsizing within the local plant and the rest of the company, she held the title Inventory Planner/Scheduler. Earlier, however, she was Purchasing Assistant.

So, the same day she completed her intake and job search training for Reemployment Services on February 1, 2005 we referred her to a Purchasing position with the Aldi's Warehouse-Distribution Center in Webberville. When we showed her what a perfect match it was, and how good the pay and benefits were, she was very interested and applied right away. She realized that it was a job she could not afford to overlook and that there were not likely to be many that fit her so well.

Janet went through the interviewing process on February 10 and was hired into Aldi's on March 7, 2005. She is now doing very well as a Purchasing Assistant and at a pay increase (she was making \$15 per hour at A.O. Smith and is now earning \$16 per hour at Aldi's) – all without having to drive too far!

Ms. Frolka acknowledged the Job Search Workshop and the Job Development Service as being most helpful in obtaining her new position. She is most appreciative of the help and advice she received from Carol Gaskin, Employment and Training Advisor, at Michigan Works! Career Alliance.



Central Area Michigan Works! Consortium

PY 2004 Reemployment Services Initiative Success Story

Terri Conley

Terri Conley came into the Michigan works! Service Center after receiving a letter to attend a voluntary Reemployment information session. Terri had been recently laid off from People Link, where she was a plastic machine forming operator, making \$7.00 an hour. Terri was interested in training and her last employment is in decline. Her Case Manager, David Schnepf, referred her to the WIA program to see if she was eligible for training.

Terri started using the Michigan Works! Service center and the Michigan Talent Bank a couple of days each week, stopping in to check for "hits" on her resume, and searching the job bank for leads in her area. Terri was always very sociable and would always ask if we knew of any new job leads in her field. With Terri contacting us frequently, David was able to learn which services would best help her achieve a return to work. The reemployment session showed Terri services she had no idea of and she took full advantage of the assistance available through the Michigan Works! Service center. Terri was referred for training assistance and logged hours of job searching on the internet, as well as calling employers and faxing resumes.

Services to Terri continued through the Mediated Services Program and through collaboration of services through the WIA Program. The combined services included Labor Market Information, Job Search Planning, Job Search Workshops and Referral to the WIA Program for CAN training.

Terri was displaced from her plastic machine operator position on October 5, 2004. She was retrained and back in the workforce just 7 months later. Terri felt very fortunate to beat the odds and get a job in a county that has a higher unemployment rate than either the State or National level.

Terri returned to the office May 9, 2005 with a big smile on her face, to let us know that her training and newly acquired skills finally paid off. She was hired by the Sheridan Hospital as a certified nurse aide. The position pays \$9.26 per hour, which is \$2.26 more than she was making before the services and training she received through the Michigan Works! Service center.

David Schnepf called Terri once she started work, and was told that open access time and staff availability were a huge help. Terri also stated that the different seminars and use of all the office equipment were vital as well as being able to keep up with important information about community functions. All of these made her experience at the Michigan Works! Service Center a great one!



Central Area Michigan Works! Consortium

PY 2004 Reemployment Services Initiative Success Story

Kevin Crocker

Kevin Crocker was employed at F.D. Hayes in Lansing for seven years as an Automotive Technician, making \$18.23 per hour. In December of 2004, he was laid off indefinitely. Mr. Crocker then began to draw unemployment benefits and was, in turn, eligible to receive Reemployment Services at Gratiot County Michigan Works! Service Center.

Mr. Crocker received assistance in creating a cover letter, updating his resume, and conducting a job search. During his follow-up, Kevin told us that he would be interviewing with Dean Transportation for an available Automotive Technician job. He said they had seen his resume on the Michigan Talent Bank and were interested in talking to him. Kevin was hired for the position in January of 2005 at a starting wage of \$16.25 per hour.

Mr. Crocker is very pleased with his current position and looks forward to working with Dean Transportation for many years.



Central Area Michigan Works! Consortium

PY 2004 Reemployment Services Initiative Success Story

Gary Markey

Mr. Gary Markey was permanently laid-off from his position as a Journeyman Die Set Welder in May 2004. His lay-off was the result of a plant closing by his employer, Hayes Lemmerz of Howell, Michigan. Mr. Markey registered with the Livingston County Michigan Works! Agency on 7/14/05, in response to his unemployment status. Prior to his lay-off, Mr. Markey was earning \$13.96/hr in his skilled trades job at Hayes Lemmerz.

When Gary came to our Service Center, he participated in Employment Services and Trade Act Re-employment Services including Job Search Planning, Resume Assistance Preparation, and Vocational Guidance. After collecting unemployment benefits for about 7 weeks, Mr. Markey, with the assistance of Dave Storey, one of our career counselors, obtained a lead for a potential job opportunity at Michigan Seamless Tube. Mr. Markey passed an employment test and was interviewed for the job. This led to an offer of employment from Michigan Seamless Tube.

Mr. Markey currently works at Michigan Seamless Tube as a Billet Inspector and is earning \$16.34/hour. He credits this employment to his experience with the Michigan Works! Service Agency. He states that the employees at the Livingston Service Center are, "real nice and friendly". He states that, "with help (*from the Service Center*) people can find jobs and provide for their families". Mr. Markey is "thankful" for his new job, which is helping in the support of his family that includes his 3 grandchildren.



Central Area Michigan Works! Consortium

PY 2004 Reemployment Services Initiative Success Story

Anna Marie Gonzalez

Anna Marie Gonzalez registered with the Livingston County Michigan Works! in January 2004. Anna Marie was permanently laid off from her position as a waitress in December 2003 when her place of employment closed after 21 years. Before the lay-off, Anna Marie was earning \$2.58/hr. plus tips.

Anna Marie attended the WIA orientation program after registering with Michigan Works! and, assisted by Dave Storey, one of our career counselors, found that she qualified for training funds. The services Anna Marie, a dislocated worker, received through WIA were Training, Job Search Planning, Resume Assistance, and Labor Market Information. After exploring different career options, Anna Marie obtained funding to attend the Microsoft Office Specialist training program. She attacked her training enthusiastically, completing the 10-week program in only 8 weeks, and passed all of the required exams for Microsoft Office User Specialist.

Anna Marie's specialized training and exceptional customer service skills made her the perfect candidate for the Livingston County Michigan Works! Customer Service Representative position that was available at that time. Anna Marie accepted the customer service position in June 2004 and is currently earning \$13.30/hr.

Anna Marie's outgoing, energetic, friendly personality is perfect for the job at the Livingston Service Center. In addition, her prior experience as a Michigan Works! customer helps her relate to the many job seekers who visit the Service Center daily. Anna Marie credits her experience with Michigan Works! as the catalyst for a new career. "I obtained the skills I needed to not only enter the workforce again, but in a new rewarding career with benefits I've never had," she says.

Detroit Workforce Development Department

PY 2004 Reemployment Services Initiative Success Story

Yvonne Lopetrone

Michael A. Warunek began working with Ms. Yvonne Lopetrone in August 2004 as part of the Reemployment Services Initiative. Yvonne had been laid off from a video advertising company, where she was earning \$19.00 per hour. Ms. Lopetrone interviewed with Iron Mountain on August 19, 2004, but did not receive an offer from them. Ms. Lopetrone continued to correspond with Mr. Warunek on a regular basis, at least weekly. He advised her to consider changing her career as a Librarian, suggesting other possibilities, while using ONET Online and providing Labor Market Information. He also reworked her Microsoft Word resume to better reflect her qualifications. She applied at Ford Motor Company as a contractual employee, through a temporary agency, and was employed as a Project Archivist until 12/23/2004.

Ms. Lopetrone is currently employed at Blue Care Network as a Customer Service Representative, a position she applied for while still at Ford Motor Company. She remains in contact with the Detroit Workforce Development Department, since she is still working through a contracting agency. Yvonne says that her success thus far comes from the fact she never stopped searching, plus the help from Mr. Warunek.



Detroit Workforce Development Department

PY 2004 Reemployment Services Initiative Success Story

Walter Ware

Mr. Walter Ware was working for Detroit Public Schools (DPS) as an Apprentice Engineer, making \$17.30 per hour. He was laid off from his position with DPS in June of 2004. Mr. Ware was interested in a part time position because of his desire to continue with his education.

On March 11, 2005 Michael Warunek, Walter's Case Manager, submitted his resume to Cintas Corporation in application for a Boiler Operator position. Michael talked with Veronica Ortiz of Cintas about Walter several times during the interviewing process.

On April 21, 2005, Mr. Ware hired into Cintas at a starting rate of \$15.65 per hour as a Boiler Operator. At this writing, he is still with Cintas and still attending school. He will graduate this year and he intends to return after graduation and pursue his Baccalaureate Degree.



Eastern Upper Peninsula Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

Peggy Chandler

Peggy Chandler registered with the Sault Sainte Marie, Eastern Upper Peninsula Michigan Works! on July 10, 2004 after she was laid-off from her position as a Production Technician on June 4 from Key Plastics Manufacturing, after 3 years of service. Before her lay-off Peggy was earning \$8.50 per hour.

Peggy voluntarily attended a Reemployment/Profiling session on July 22, 2004. She received Vocational Guidance and an overview of Michigan Works! After creating an Individual Service Strategy and meeting with a Career Guidance Counselor one on one, she was referred to the Workforce Investment Act program to further her career development.

At first, Peggy wasn't too sure of the direction she should take. After using the Resource Room and Employment Services on a regular basis, she began to regain some confidence in her work abilities. Specific Labor Market Information was given for the Shute Oil Company in Rudyard on the position of Cashier. Peggy still had low self-confidence and didn't feel she could manage to learn the computerized cashier system now used in the work place.

After an assessment with Nance Karst through the WIA Adult program, Peggy started the "Intro to Computers" training offered within the Michigan Works! building. With her confidence built back up from taking a refresher class in computers, Peggy interviewed for a position as Cashier at the new Dollar Tree being built in the Sault. Peggy obtained the position of cashier in spite of much competition from younger applicants and started work on January 15, 2005. At first she was working 45 hours per week at her new position to get the store ready for their Grand Opening. Her present wage is \$6.00 per hour but she stated she loves this type of work and she is very satisfied. Her former employer recently laid off 15-20 people and may not be calling them back to work. If Peggy had not been retrained for her present position, she most likely would be out of work again, possibly with no return date.

Four months after starting her position, Peggy stated that she is still working and is getting good hours. After their initial opening, Dollar Tree has since reduced staff but Peggy has managed to keep up the good work and keep her job. She has a contagious sunny disposition that makes her very easy to be around. Peggy very willingly filled out the survey for this success story because she feels that returning to work with her former employer would have been a dead end. Instead, she credits Michigan Works! for giving her the opportunity to retrain and work in a new position she enjoys.

Peggy's husband recently called to set up an appointment for creating a resume and cover letter for a part time position he learned of on the talent bank. After completing his paperwork for the

job and faxing it, he stated that he was so pleased with the help he received that he too would like to fill out the survey to be a success story (though he is currently retired and not drawing unemployment).



Michigan Works! The Job Force Board / Six County Employment Alliance PY 2004 Reemployment Services Initiative Success Story

Steven Schuette

Steve Schuette worked as a Plastic Injection Molding Set-up Operator for the Emerson Tool Company in Menominee for 6 years, earning \$13 per hour in wages. Due to work loss from foreign trade during his employment period, the Emerson Tool Company was certified for Trade Adjustment Assistance (TAA) through the Department of Labor on July 5, 2002.

Steve eventually received his layoff notice in October of 2002, and contacted Michigan Works! for information regarding the TAA benefits and reemployment possibilities. Michigan Works! staff explained the program and advised Steve of his success, enrolling soon afterward in the TAA training option. Steve transferred prior credits and reentered college in the winter semester of January 2003. He pursued a bachelor degree in Engineering Management through Lake Superior University in conjunction with Bay de Noc Community College.

Steve received several reemployment services through Michigan Works!, including resume assistance, job referrals, and vocation guidance. Although he endured a long and, at times, stressful two years, navigation TRA benefits and carrying a heavy course load, Steve is graduating this summer with his bachelor degree.

As a result of attending the Great Lakes Regional collegiate Job Fair held at B College. Steve also recently began fulltime employment with the Stewart Manufacturing's growing business in Spalding, Michigan. Presently, he is working as a CNC Machine operator, making a \$10 per hour wage, with the very real possibility of advancement into his chosen career field in the near future.



Michigan Works! The Job Force Board / Six County Employment Alliance PY 2004 Reemployment Services Initiative Success Story

Anthony Micheau

On February 1, 2005 Anthony Micheau found himself searching for a career and a means to provide for his growing family. With his second child on the way, time was short and Tony had to find something soon. Tony came into the Michigan Works! service center in Escanaba on April 26 with the hope someone could help him find a job as a Loss Prevention Specialist. At Michigan Works!, Anthony was given a tour of the resource room and the services offered. As a dislocated Worker, Tony knew all too well that finding a sustaining position with a quality employer could take some time, so it was important to get connected with the staff at Michigan Works! as quickly as possible.

Because Tony was laid off by his former employer, he was informed of the Reemployment Services he was eligible for, as well as services under the Dislocated Worker Program. Through a series of discussions, Tony's career goals were clarified and a plan was formulated to land long term, stable employment for Tony. Two of the services that Tony accessed were Job Seeking Techniques and Job Search Planning. Through the Job Seeking services, Tony was advised on the formatting and content of his resume.

After the initial meeting, Tony was asked to complete some of the job search and job seeking steps that he felt would be appropriate to his situation and needs. Also, the Michigan Works! staff member, recognizing a need for Job Development, made several calls to area businesses on Tony's behalf in hopes that they might have a need for a Loss Prevention Specialist.

Within 72 hours of walking through the Michigan Works! service center doors, Tony secured an interview with Kmart as a Loss Prevention Specialist. Staff at Michigan Works! called Tony to offer interview tips and assistance with any pre-employment support services he might need, along with words of encouragement.

Up until he came in to Michigan Works!, Tony had generally made around \$6.00 per hour as a Loss Prevention Specialist. After having a successful interview with Kmart store management, and only two weeks after walking through the doors of Michigan Works!, Tony was hired fulltime as the Loss Prevention Manager for Kmart in Escanaba, making \$10.00 per hour with full benefits.



Macomb/St. Clair Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

Marc Robinson

Marc was laid off from his job as a plumber and came to the Macomb/St. Clair Michigan Works! for assistance and to register for work. He enrolled in a number of reemployment services, including resume assistance, job search planning, and vocational guidance.

Marc's separation was in February of 2005. He was called back from time to time, but was not working steadily at all until his new employment started. His pay at that former employer was around \$16.00 per hour.

When he first came in, Marc was unaware of the many services, such as using the computer and free use of the fax machine for submitting resumes that were available through the Macomb/St. Clair Michigan Works! His existing Michigan Talent Bank resume failed to show the skill sets that would make him attractive to an employer.

Jason Alessandro, the ES case manager at the Mt. Clemens office, discussed the current buzzwords prevalent in the plumbing industry, as well as how to shape the resume itself. They worked on designing other types of resumes in addition to the one they developed for the Michigan Talent Bank. Jason showed Marc how the commercial job search engines, such as Monster, worked.

As a result of all the help from ES staff, Marc was able to line up a number of job interviews. He was then hired by Pipecon Mechanical in White Lake, Michigan on April 22nd. Marc is again working as a plumber at \$16.00 per hour.

Marc was pretty amazed at the variety of services Macomb/St. Clair Michigan Works! was able to provide. He especially appreciated being able to work one-on-one.



Macomb/St. Clair Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

Michelle Callebs

Michelle Callebs came into our program when she was laid off on August 6, 2004 from her job as an administrative assistant making \$12.00 per hour.

After enrolling in reemployment services, Michelle took part in our resume writing and interview preparation seminars. Jack Johns personally worked with her on improving her interviewing skills. Charlotte Siudara, who is the Mediated Service Specialist, also gave her information on how to create a professional resume. Using the skills she gained from those seminars and one-on-one interaction, she applied for, and obtained, a job as Human Resources Assistant with a manufacturing company.

Michelle began working for Maclean Maynard on February 21, 2005. Her starting wage was \$14.00 per hour, a healthy increase from her previous employment. She was very grateful for all the

She has nothing but excellent things to say about the Macomb/St. Clair Michigan Works! and really feels their assistance made the difference in getting a job she loves.



Northeast Michigan Consortium Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

Connie Somers

Connie Somers was laid off from her Retail Sales job on December 30, 2003. Upon registering for work with the Northeastern MI Works Agency, she underwent a six-hour profiling class and worked on her resume.

After the class, Connie had a private discussion with the Resource Room Assistant, Linda Souya, regarding working relationships with employers. The Resource Room Assistant was helpful in sorting out how to handle certain situations if they should arise again. Connie continued to use the resource room, including the Michigan Talent Bank, and mediated services to search for employment.

On July 1, 2004, Connie found new employment in Appliance Sales, earning \$8.10 per hour, up from the \$7.50 per hour she had been making prior to receiving reemployment services.



**Northeast Michigan Consortium Michigan Works!
PY 2004 Reemployment Services Initiative Success Story**

Nathan Basel

Prior to being laid off in December of 2004, Nathan Basel worked as an auto body laborer on a commission basis. Upon lay-off, Mr. Basel was referred to the Northeast MI Works Agency for UI Profiling Services.

Nathan took part in a profiling class, working on his interviewing skills and his resume with Linda Souva, Resource Room Assistant. His resume was placed on the Michigan Talent Bank (MTB) to be available for employers to find. He also used the MTB to search for a job.

On April 27, 2005 Nathan was hired as a Concrete Yard Salesman, at a starting rate of \$11.00 per hour.



Northwest Michigan Council of Governments Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

Wendy Koch

Wendy Koch was an Assembler for Lear Corporation in Traverse City. Wendy was laid off in 2003 and the plant closed in the latter part of 2004. At the time of her layoff, Wendy was making \$10.75 per hour. After looking for work without success for several months, she decided to pursue the TAA training benefit. Lear had applied for and was certified under TAA.

Wendy had always been interested in a career in the medical field. She lived in Kingsley, a small town south of Traverse City, and had volunteered previously for three years with the Kingsley Ambulance Service. She held a State of Michigan license as a Medical First Responder for six years, 1991 to 1997, and was certified in CPR as well. After researching possibilities, she determined that a position as a Surgical Technologist would meet her desire for a more challenging and satisfying career.

Wendy met all the Training Approval standards for Entitlement to TAA training. She completed her Training Certification and Evidence Criteria and was approved for school starting in January of 2004. Her education was paid for with TAA and WIA-NEG funds.

Wendy successfully completed school for Surgical Technologist on June 5, 2005 and was hired by Spectrum Health in Grand Rapids, Michigan where she fulfilled her internship. Her starting date was 6/20/05 and her entry rate is \$16.27. She is thrilled with her new job and newly acquired credentials, and is looking forward to an exciting and fulfilling career with opportunity for personal and professional growth.

Wendy is especially appreciative of the referral assistance given her by Carla Burns, Career Advisor.



Northwest Michigan Council of Governments Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

Ralph Schafer

Ralph Schafer was laid off from Martin Marietta in Manistee as a Production Supervisor on July 3, 2004, after working for the company for five years. His hourly wage before receiving UI benefits was \$14.85. He was enrolled in mediated services at the Northwest Michigan Works! Service Center in Manistee on July 22nd. Ralph received a comprehensive mix of services from a Career Advisor, which included:

- Career guidance
- Job search planning
- Discussion of effective job search techniques
- Assistance in compiling a professional resume
- Job referrals

Ralph obtained a job in Jackson, Ohio as a Supervisor for Aluchem of Jackson, Inc. and started his new job on January 17, 2005 at an hourly wage of \$20.50, an increase of \$5.65 per hour, or almost \$12,000 per year!



Oakland County Workforce Development Michigan Works! PY 2004 Reemployment Services Initiative Success Story

Mahmood Tabaddor

On December 8, 2004 Mahmood Tabaddor was laid off due to downsizing at Gates Corporation in Rochester Hills, where he was employed as an Engineering Manager. Mahmood was employed by Gates Corporation for approximately a year-and-a-half and was earning \$45 per hour.

On January 13, 2005, Mahmood registered for work at the Michigan Works! Troy Career Center. He was provided assistance with registration on the Michigan Talent Bank and was provided a detailed overview of the services available to him at the Troy Career Center. Mahmood contacted the Center regarding the Workforce Investment Act and registered for the program on January 31, 2005.

Mahmood was assigned to Kay Woodworth, Training Specialist and LPC at the Troy Career Center. Kay assisted Mahmood with identifying networking leads, expanding employer contacts, providing job development, and identifying the skills needed to return to the workforce. Through this process, it was determined that Mahmood needed the Six sigma Green Belt Certification. Mahmood received funds through WIA Dislocated Worker Program to pursue the Six Sigma Green Belt Certification through the University of Michigan center for Professional Development.

Simultaneous to receiving WIA Services, Mahmood was also receiving assistance through an outplacement service and using self-directed services through Employment Services.

On April 11, 2005, after collecting approximately 14 weeks of Unemployment Insurance Benefits, Mahmood began a new job contract with Daimler-Chrysler as an Engineer. He is currently earning \$43 per hour in his new position.



Oakland County Workforce Development Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

David Hamel

David Hamel was working as a Technical Support Analyst, receiving a pay rate of \$34 per hour, until his layoff on May 14, 2003. When he registered with the Michigan Works! Waterford Career Center, Mr. Hamel participated in Job Search Planning with assistance from staff, received Labor market direction information, and underwent Testing and Assessment.

David was referred to Michigan Rehabilitation Services for assistance and worked with Teresa Daly, our Michigan Rehabilitation partner.

With the help of Michigan Works! and Michigan Rehabilitation Services, David found a new position as a Senior Programmer/Analyst at a pay rate of \$35 per hour. He began his new position on March 28, 2005.

Additionally, David is enrolled in a WIA training program, providing him with upgrade training in new technology, and is gaining hands-on experience during the training. David says that, without the training, he would still be unemployed. David is very appreciative of the services he received from our staff.



Ottawa County Michigan Works! Agency

PY 2004 Reemployment Services Initiative Success Story

Stephanie Krater

Stephanie came to the Ottawa County Michigan Works! more out of desperation than anything else, initially. She needed help with her resume and assistance in looking for a job.

Stephanie had worked for a large corporation as a Store Manager/Corporate Trainer in the Detroit area, where she was earning approximately \$41,000 per year. Stephanie was released from employment on October 25, 2004 due to a \$20.00 error in her register. As a result, she ended up returning to the Holland area, and registering with the Ottawa County Michigan Works on October 26, 2004.

Stephanie met ES specialist Glenn Rutgers. Mr. Rutgers informed Stephanie of all the services available to her. Stephanie was assessed and tested for her skills and interest. In addition, Ottawa Michigan Works! provided career guidance, job development, job search workshops, and resume assistance. The most beneficial services, in Stephanie's opinion, included interviewing workshops, resume assistance and the personal interaction with staff.

In January of 2005 Stephanie found a job on the Michigan Talent with Standard Federal Bank as a Customer Service Representative. After a brief interviewing process Stephanie was hired February 14th, 2005. Stephanie exclaimed how great her manager is, as well as the entire crew. With a few months at the bank and two semesters of college left, Stephanie is ready for the next level at the bank. Stephanie said Standard Federal is a great company to work for, and the experience received is invaluable.

Stephanie has a very promising future. She is very focused on completing her education in the near future and continuing her new career working at the Holland area bank. Stephanie's current hourly pay (\$9.25) is much less than she was previously making, but the possibility of moving up the corporate ladder is certainly available to her.

Stephanie indicated how fortunate she felt to have met ES specialist Glenn Rutgers. Moreover, she stated how so much has changed just because "there was an organization full of resources and more importantly, someone who cared enough to share them."



Ottawa County Michigan Works! Agency

PY 2004 Reemployment Services Initiative Success Story

Paul Wechter

Paul Wechter registered with the Ottawa County Michigan Works! in February of 2004, reopening a previous claim. Prior to Paul's layoff in January of the same year, he was a Truck Driver for Harbor Steel. Before his layoff, Paul was earning \$11.50 an hour.

Paul attended the resume writing class and found it particularly helpful. He was also involved in Career Guidance, Job Development, and Job Search Planning. Paul indicated that Marti Gonzales was very helpful in working with him one-on-one.

As of January 2005, Paul was once again employed. This time, his employer is BLD Products of Zeeland, Michigan. His actual job title is Production Worker, but the company has decided to take advantage of his previous experience and have him drive the company truck to various locations in Western Michigan and Northern Indiana.

Paul indicated that his current wage is \$9.00 per hour, which is considerably less than his previous wage. But the 10 to 15 hours of overtime he works each week more than makes up for the difference in per hour pay.

Paul felt that his experience with Michigan Works! was very positive. The workshops and the help he received from WIA personnel made him feel much more "marketable." Also, he used the Job Fairs held at Michigan Works! in Holland. Paul found the Job Fairs and the Michigan Talent Bank very helpful.



Michigan Works! Region 7B

PY 2004 Reemployment Services Initiative Success Story

Michael T. McCaffrey

Michael McCaffrey recently accepted a position as Massage Therapist, working on a 60/40 percentage commission basis per massage. Last year, he could not have qualified for that spot.

Michael was laid off from his job as a Bender Operator, at which he was making \$16.47 per hour, because his company sold off a major part of its business. On April 15, 2004 Michael filed for unemployment benefits and registered with the Michigan Talent Bank. He was offered labor market information and received Career Guidance and help with creating a new resume and getting it posted online. He also took part in Job Search Planning services.

Through the employment services interviewers, Michael was helped to obtain TAA funding and direction toward selecting the training he really wanted. After completing his training, on April 18, 2005 Michael started his new Massage Therapy job. He stated, "I'm so grateful for the opportunity to go to school and learn a new skill in a field of work where you are able to make a difference in someone's life. It is very rewarding."



Michigan Works! Region 7B

PY 2004 Reemployment Services Initiative Success Story

Gail Michel

Gail Michel began her new job as Office Manager for a local land survey company on March 11 of this year. She had been off work for a long time (since May of 2004) and had become very discouraged. Getting involved with the Work First program, she participated in the Job Search Workshop and the Job Planning Workshop. Kelli, a Job Developer for Region 7B, assisted Gail with developing her resume, so that it would be attractive and appealing to prospective employers.

Gail found that the workshops provided new and fresh suggestions and tips.

The only positive thing about her extended layoff and job search has been the great amount of help the Harrison, Michigan Works! office provided. Kelli, in particular, was extremely helpful, and worked very hard to provide job leads, facilitate seminars, and provide assistance with Gail's resume and interviews.

Gail and the Region 7B Michigan Works! service center are staying in touch, so that when a position more in keeping with her background comes along, she will be ready.



Southeast Michigan Community Alliance Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

Corinne Skinner

Corinne Skinner became a statistic. She was one of many Michigan residents who lost their jobs due to company closures. However, she is one of the many job seekers who obtained a new job through the power of networking. Through the efforts of the Michigan Works! system and her own perseverance, Corinne moved on to a job with more income opportunities that allows her to further capitalize on her many talents.

Skinner started out in the beauty industry. In 1984, she began managing various cosmetology schools, sharing her expertise with industry novices. She managed a Michigan College of Beauty, State College of Beauty, and Ann Arbor Cosmetology School. She shifted gears in 1998 and became a counter manager for Lancome products at Elder Beerman in Monroe's Frenchtown Square Mall. Despite her success, she chose to leave the position to accept an assistant manager position with Casual Corner Group's store in the Horizon Outlet Mall. Skinner began in October 2001 making \$11 per hour before they closed on January 31, 2004.

Skinner came to Michigan Works! Monroe County Employment and Training Department (MCETD) On February 2, 2004 to register and post her resume on the Michigan Talent Bank. She received a notice from MCETD to attend the Profiling program and did so on March 2, 2004. She attended an orientation session via the Profiling program. As part of the Profiling program, she attended the "Marketing Yourself" workshop, which prompts job seekers to identify their core skills and determine how to best present those skills to prospective employers.

On March 24, 2004, Skinner was registered as a Dislocated Worker under the Workforce Investment Act (WIA). She began working with a job developer to maximize the effectiveness of her job search. Skinner and her job developer created a new Jay Block style resume. This skills-based resume was integral to the job search, as it was easily updated to target specific positions. Skinner's job developer sent her resume to numerous job leads for assistant manager positions. She called and spoke with employers on Skinner's behalf about management opportunities. Skinner was also notified of job fairs. She and her job developer met to discuss her extensive networking contacts, which resulted in a new career opportunity.

Skinner's job search efforts were worth their weight in gold. She began working at Kay Jewelers as a manager-in-training, making more per hour than at her previous job, plus commission. She started on July 18, 2004. Although she started working at the Southland Center location, she was transferred to a more convenient location at the Monroe's site at the Frenchtown Square Mall. She has benefits and a 401(K). This new position offers substantial gain when compared to her previous position. Corrine is currently making \$13.00 per hour plus commission. Based on WIA performance measures, she has met her positive first quarter outcome and remains employed

during the second quarter post-exit, clearly a positive outcome. Skinner is able to use her extensive sales background to benefit her employer and remain self-supporting. The Michigan Works! Monroe Service Center salutes Corinne Skinner for her job search efforts!



Southeast Michigan Community Alliance Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

James Ruona

James Ruona is an excellent example of a Dislocated Worker changing careers. Mr. Ruona recognized that his field of work as a technician consultant was an increasingly scaled back industry. Since February 1997, he was employed with Audio Visual Impact, Inc., Showtech Presentation, and United Audio Visual, Inc. At the time of his layoff, he was making \$9.00 per hour. James came to Michigan Works! open-minded and ready for a career change.

Mr. Ruona attended a Re-employment Workshop on 8/13/2004 and was referred to the WIA program.

James took The Career Exploration Inventory and went over various opportunities with his WIA Career Advisor, Patricia Gresock. He came up with interests relating to computer technician. He and Ms. Gresock looked for other links to other occupations. The one strong viable link was Mr. Ruona's dedication to customer service. This opened up an entire avenue of possibilities. Mr. Ruona went through interviewing, resume writing, career change, and job search through the WIA and ES programs. Mr. Ruona also went through a deep depression about being unemployed, having his bills pile up, and using up his resources.

After considerable job searching and many rejections, James was sent to McDonald's, not in a move of despair, but in an act of anticipation. The Career Advisor and the WIA Business Services Representative, Gail Wood, worked in tandem in assisting James in his job search. He was referred to McDonald's manager, Gary Nelson. When Mr. Nelson interviewed James, he immediately recognized his organizational and customer service skills. Gary Nelson saw a person sitting before him to be definite managerial material. James started the McDonald's training with doubts about learning new skills.

Through perseverance, not only has James succeeded in mastering many new tasks, he scored the highest grade in completing McDonald's training course. He is making great progress in the field of restaurant management. James Ruona is now working in a management training capacity. He is happy for this opportunity and looking forward to a long management future with McDonald's. Mr. Ruona is making \$8.50/hr as a Manager Trainee, with great potential for salary increase when his training is completed. James now wakes up in the morning with a purpose and will tell you that he can do anything he puts his mind to. His confidence and self-image is restored.



South Central Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

Denise Izzo

Denise Izzo registered with the Hillsdale South Central Michigan Works! on February 2, 2005, for reemployment services. Denise was a full time parent from 2001 through 2005. During this time she was not earning an income.

Denise attended the Resume Writing and Job Search Planning workshop and set up an appointment for one-on-one Resume Consultation and Career Guidance. Denise had never put a resume together before. However, the center manager worked with Denise to create a Talent Bank resume, a professional resume and a cover letter. The center manager also helped Denise to gain a full understanding of how to use the Talent Bank features, including the Job Scout. Since Denise had limited computer knowledge, the manager worked with her directly to perform on-line searches.

After finding a job posting for a cook in a local school, Denise came into the Service Center to meet with the manager. Denise wanted to alter her resume to specifically address the posting she had found. The center manager helped her make the necessary changes and printed all the necessary materials to be mailed. On March 15, 2005, the Hillsdale Intermediate School District Offered Denise a position as part-time cook, starting at \$11.06 an hour.

Denise recently called the Hillsdale South Central Michigan Works! and stopped by to tell us how much she loves her new job. Denise indicated that the job opportunity was perfect for her and the hours were exactly what she had been looking for. She mentioned that she knew her work history was limited and was amazed at how hard the staff had worked to help her get this job. Thanks to Michigan Works! Denise was able to reenter the workforce and begin building a solid work history.



South Central Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

Roberto Perez

Roberto Perez had been a machine operator at Tecumseh Products for 16 years. He was a hard working individual making \$11.53 per hour. When he heard that Tecumseh Products would be downsizing, Roberto immediately began searching for new employment.

He began his search by registering for reemployment services at the Lenawee Service Center. Roberto is a veteran, and so was referred to the Veteran's Representative as well as a career manager with the WIA Program. Representatives from both programs made him aware of available services. He used the Service Center to post his resume on the Michigan Talent Bank. Employment Services personnel assisted Roberto for his job search by helping him prepare his cover letter, resume, and interviewing skills.

After providing job search skills assistance, center personnel referred Roberto to Wacker Chemicals. The reemployment preparation aided Roberto in obtaining a position as a Chemical Operator at Wacker. Roberto's last day at Tecumseh was May 20, 2005 and his new employment began on June 6, 2005 at \$12.05 per hour. He has been enlisted for TAA benefits, and is currently on an OJT.



Thumb Area Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

Brian Steinbis

Brian Steinbis registered at Thumb Area Michigan Works! on September 9, 2004 for Reemployment Services. Brian was laid off from his job at A-1 Auto Parts, as a counter sales clerk after several years of employment. Brian had been employed in this position for many years at the same place and location, but the business had changed names and owners. Brian was earning \$11.55 per hour before his layoff.

Brian took advantage of Job Search Planning, Specific Labor Market Information and Resume Assistance through Thumb Area Michigan Works!

Brian did not want to uproot himself or his family, but realized he had little work experience beyond counter sales. He took the time to research employment opportunities in his region and decided that manufacturing appeared to be one of the top employment fields in his geographical area.

Jan Todaro, Case Manager, found that Brian was eligible for WIA/Dislocated workers program and he enrolled in an 8-week course called "Automation," taught by Learning Designs, Inc. This course trains individuals in advanced manufacturing techniques. He also enrolled in an algebra class to upgrade his math skills. During this time frame, Brian applied at several of the local manufacturing companies, bringing to their attention that he was enrolled in the Automation class, and that he had developed an interest in the manufacturing field.

Shortly after completing his classroom training, Brian had more than one job offer. He accepted employment with Huron Castings on April 11, 2005 as an Inventory Controller receiving a starting wage of \$12.25 per hour.

Brian has expressed to Thumb Area Michigan Works! that his first day in their office was a humble, fearful experience as he had never been unemployed before. However, he soon realized that they were there to assist him through the process. He was most surprised that learning new things was a positive experience for him and he intends to continue taking classes on his own while being employed full time.



Thumb Area Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

Rosemarie Bradley

Rosemarie Bradley registered at Thumb Area Michigan Works! On January 4, 2005 for Reemployment Services. Rosemarie was laid off from Flagstar Bank, where she worked as a loan processor. Rosemarie had worked in banking for several years. She had experienced mergers, reorganizations and downsizing within the banking system. Rosemarie was earning \$8.50 per hour at the time she was laid off from her job.

Rosemarie was sure she had received all of the information she needed, when she came into her local Michigan Works! office to register for work. However, her layoff was so new to her at the time, she was not ready to hear that there was more to being laid off than unemployment. Rosemarie expressed that when she received her Profiling letter, she was not looking forward to attending. However, the information she received through the Profiling program has put a light at the end of a dark tunnel for her.

Rosemarie was assigned to Profiling and subsequently received Job Search Planning, Specific Labor Market Information and Resume Assistance through Thumb Area Michigan Works! While receiving those services, she found that she could attend training and receive tuition payment under the "Tool Chest" Scholarship award, all without interfering with eligibility for her unemployment.

Rosemarie spent several days researching employment for her local area. Her results pointed her toward the medical field. Rosemarie realized her training would have to be short term, as she was a single parent with a single income and would need to be back into the workforce prior to exhausting her unemployment. Her final decision led her to Certified Nurses Aide Training. Once Rosemarie completed her full time, two week, C.E.N.A. training, she scheduled her state board testing to become a state licensed nurse aide.

While waiting for her state test date, she applied for employment at several places. On April 6, 2005, she accepted a job offer at Sunny Acres Nursing Home, earning a starting wage of \$8.50 per hour. Rosemarie since has received her state license and has decided she will continue to take additional classes in the medical field.



Washtenaw County Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

Ruslan Zoloyev

When Ruslan Zoloyev was laid off from JAC Products, he was devastated. He came to the U.S.A in 1999 and his job at JAC Products was his first job. Ruslan was still new to the culture and didn't know what to do after losing his job. For 6 months he was desperately looking for a job, but it seemed useless.

Finally, one day Mr. Zoloyev met a former coworker who told him about Michigan Works! on Harriet St. in Ypsilanti. He went there immediately. From the first moment, he was impressed with agency's friendly staff. They made him feel at ease and explained all the available services and options for his future career. He was assisted with an MTB resume and a professional resume. Employment Services staff helped him to apply for unemployment benefits. Unfortunately, he was not qualified for the benefits. Employment Services and WIA staff put all their efforts into helping him to find a job as soon as possible. He participated in the Career Guidance, Job Development and Job Search Planning services.

He was referred to Engineered Plastics for a Machine Operator position and in August of 2003, he was hired.

In October 2004, Ruslan had to quit his job because he needed to go back to Russia to find his parents, with whom he lost all contact since the tragic events in Beslan. When he came back, he already knew where to go for help – Michigan Works! Employment Services referred him back to Engineered Plastics. Ruslan had very good relationship with his supervisors at Engineered Plastics before he left his job, so they understood his situation and gave him another chance, beginning in January of 2005. He is still working there and making \$13.30 an hour. His life is settled now and he loves his job. He knows that he has good prospects in his future, thanks to Michigan Works! staff and their services. Ruslan is considering taking classes at Washtenaw Community College to advance his career in the automotive industry. He appreciates all the assistance from Michigan Works!



Washtenaw County Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

Benedict Eze

Benedict Eze registered with Michigan Works! at 304 Harriet Street, Ypsilanti, Michigan on July 09, 2004 for reemployment services. Benedict was laid off from Eaton Corporation. He had been working as a Quality Inspector/Assembler from December 1999 – July 2004. Before his lay-off, Benedict was making \$12.00 an hour.

Benedict was assisted with Michigan Talent Bank registration and his application for unemployment benefits by Employment Services staff. A Mediated Services Representative helped him to create a professional resume and provided specific labor market information. Benedict also attended a Job Search Workshop to learn various techniques on how to overcome employment barriers, search for jobs, network and have a successful interview.

In October of 2004, he found a job lead through a staffing agency on the Internet and submitted his resume online. Later, Benedict was hired at EO Tech (Ann Arbor, MI) as an Optic Lab Technician, starting at \$10.00 per hour. Although he took a pay cut in accepting this position, Benedict was hopeful that this job would lead him to a better opportunity.

Benedict is still working at EO Tech. He is also attending classes at Washtenaw Community College in CNC programming and still comes to the Michigan Works! Center to search for a job in the automotive field. Recently, he was assisted with updating his professional resume and was provided with job leads. He appreciates all the assistance from Michigan Works! staff.

Benedict said that he especially appreciated the workshops, "Because I found employment and, during the workshop, I learned all the techniques and strategies to search for a better job and how to create a powerful winning professional resume."



Michigan Works! West Central / NCRESA

PY 2004 Reemployment Services Initiative Success Story

Leann Kailing

Leann Kailing registered with Michigan Works! West Central after attending a profiling workshop on November 4, 2004, for reemployment services. Leann was laid off from her position as a machine operator on May 15, 2004; before her layoff, Leann was earning \$10.15 an hour.

An employment specialist assisted Leann with job search planning and showed her how to navigate the job bank and use it successfully. Leann found an available position at Ice Mountain and applied at our office, while she was there for the profiling workshop.

On November 29, 2004, Ice Mountain offered Leann the position of palletizer starting at \$16.40 an hour. Her new position also offers good opportunities for career advancement.

Leann recently told Michigan Works! West Central how much it helped her job search to be able to look for postings online at our office and on other computers.



Michigan Works! West Central / NCRESA

PY 2004 Reemployment Services Initiative Success Story

Larry Meyer

Larry Meyer chose to attend a profiling workshop at Michigan Works! West Central on October 11, 2004, after he was referred by the Unemployment Agency for reemployment services. Larry was laid off from his position as a systems administrator on July 13, 2004; before his layoff, Larry was earning \$56,000 annually.

At the profiling orientation, Larry received information about the WIA program and signed up to attend. He became a WIA participant on November 17, 2004. Larry was also referred to employment specialists in Fremont, who helped him create and polish his resume and provided many job referrals.

Through the combined efforts of employment specialists and the WIA program, Larry obtained work on April 25, 2005 as a Network Specialist with Kent District Library, making \$19.31 an hour.

"This job will provide me with experience in new and common technologies such as Microsoft Networking and Exchange, and it will provide me an expanded understanding of technology in a larger environment," Larry told Michigan Works! West Central.



Western U.P. Michigan Works! Agency

PY 2004 Reemployment Services Initiative Success Story

Carol Little

The store where Carol Little worked as an Inventory Clerk closed on January 25, 2005. All of the workers were laid off and the Western U.P. Michigan Works! held a Rapid Response type meeting with all employees, to provide resume assistance and labor market information as well as other core services.

Carol was referred and enrolled into Information Technology skills training through WIA. Western U.P. then referred Carol to a job opening at Portage Township. She was hired on May 16, 2005 as a Water Billing Clerk for a starting wage of \$7.75 per hour. Her previous rate of pay as Inventory Clerk had been \$8.00 per hour.

IX. PROBLEMS AND CORRECTIVE ACTION

There were fewer problems with the PY 2004 Reemployment Services Initiative than there had been in previous years. In past years, the problems noted were frequently the results of services being inadequately reported in the OSMIS database by the Michigan Works! Agencies. Much of the success for this year's program can be attributed to more and better database training being made available to Michigan Works! Agency staff by the BWP throughout the program year. Making online instructions available for some common database procedures has helped the MWAs to improve their reporting practices, and the webinars prepared by BWP training staff whenever changes in the OSMIS system are implemented have proven to be effective training tools.

In the case of Michigan Works! Agencies who failed to meet their goals for assisted services and assessment testing, the BWP will investigate to determine the cause. If a lack of sufficient knowledge about reporting procedures is determined to be the cause, the BWP will consult with the Department of Information Technology and the BWP training division to provide additional training in the use of the OSMIS database for the Michigan Works! Agencies involved. If additional instruction in the appropriate use of assessment tests is also necessary, arrangements will be made to provide it.

X. SUMMARY

In summary, Michigan's Reemployment Services Initiatives was largely successful in achieving its goals for Program Year 2004. Although in some cases certain MWAs did not specified increases for Job Search Assistances and Staff Assisted Services over the course of the program year, many of those same MWAs had increased their services five-fold in PY 2003, and may have already been working at their top capacity. Many MWAs also expanded the range of services they offered to job seekers in PY 2004. In PY 2003, only 10% of Michigan Works! Agencies offered all six core services for job seekers. In PY 2004, 45% of Michigan Works! Agencies were able to offer all of the core services. Collectively the twenty-two Michigan Works! Agencies provided 122,431 job search assistances, conducted assessment testing for 8,226 eligible claimants, and delivered staff-assisted services to 291,546 eligible job seekers during PY 2004.

The MWAs focused on delivering the following six core services:

- Job Search Workshops
- Job Search Planning
- Employment Testing
- Job Development
- Career Guidance
- Resumes Writing Assistance

Based on a survey and analysis of the MWAs' RSI plans, DLEG-BWP has determined that the MWAs took the following steps to increase their service capacity:

- Increased the number of front-line staff working with UI claimants

- Facilitated group workshops that included resume development information
- Collaborated with other workforce development service providers who delivered reemployment services

Table 10 demonstrates how the participating Michigan Works! Agencies increased their capacity to deliver reemployment services in PY 2004 by providing more core services. In PY 03, only two MWAs were offering all six core reemployment services to job seekers, by the fourth quarter of PY 04, ten MWAs were providing all core services. The largest increase, apart from testing services, which were a requirement in PY 04, was in the number of Michigan Works! Agencies providing resume assistance. Twenty-eight percent more Michigan Works Agencies offered resume assistance in PY 04 than offered it in PY 03.

Table 10
Comparison of Core Services
Provided in PY 2003 and PY 2004

Reemployment Services Provided				
	Number of MWAs Providing Service in PY 03	# as % of all MWAs ¹	Number of MWAs Providing Service in PY 04	# as % of all MWAs ¹
Reemployment Service (sorted by year-to-year %-age change)				
ALL SERVICES	2	10%	10	45%
Testing Services	14	63%	22	100%
Resume Writing Assistance	17	77%	22	100%
Career Guidance	15	68%	18	82%
Job Search Planning	15	68%	17	77%
Job Search Workshop	17	77%	19	86%
Job Development	15	68%	16	72%
Notes:				
1	Formula for percentage: (+ # MWAs doing this service) / (22 MWAs doing any RSI), rounded to a whole number.			

Additionally, forty RSI success stories were submitted to the Bureau of Workforce Programs by participating MWAs. These stories are a clear reflection of the impact reemployment services made on the lives and economic status of the UI claimants. Eighteen of the claimants received a

pay increase in their new jobs. The jobs obtained by the claimants ranged from Clerical Assistant to Senior Programmer Analyst, and the salaries ranged from \$5.50 to \$43 an hour.